



# Observation Reduction Initiative

Improving access to specialists to reduce hospital observation stays

## Objective

- Reduce the number of low acuity observation encounters
- Reduce the total cost of care (TCOC) in the OhioHealth Clinically Integrated Network (CIN) population

## The Why

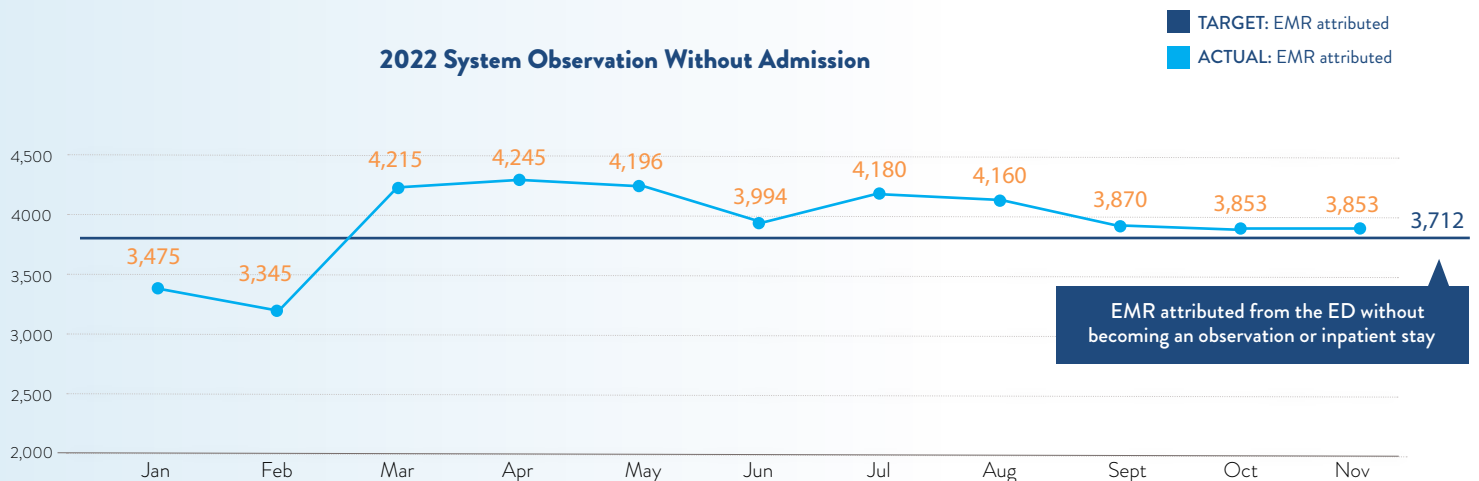
- The Medical Loss Ratio (MLR) performance and the medical expense performance at OhioHealth CIN was higher than other high performing networks
- Covid-19 highlighted the need to clear emergency room (ER) beds at a quicker rate and direct patients to immediate care
- Assuming high-quality patient outcomes, the lower cost option is preferred to reduce the TCOC of the population the health system is accountable for

## Interventions

- 2020**
  - Triage Team initiated: A care management team that communicates with all stakeholders (patient & HCPs), evaluates patients in ER, and thoughtfully plans the next steps
  - Heart and Vascular Doc of the Day Program established: Created pre-set appointments with specialists in areas with avoidable readmissions to allow for more effective and efficient care
- 2021**
  - Neurology Doc of the Day launched: Created a telehealth component and targeting migraines
  - Education on appropriate health care utilization
  - Ambulatory connections for expedited follow up
- 2022**
  - Expedited Urology/Kidney Stone Protocol
  - Expanded Neurosurgery Doc of the Day
  - Increased utilization of short stay units
- 2023**
  - Planning for targeted focus by diagnosis

## Results

- 2021-2022 Observation reduction was 5%



## KEY LEARNINGS



Leveraging data to identify target areas that can be improved will allow this program to expand efficiently



As stakeholders become more accustomed to this process, new protocols will be created to include other areas of medicine to drive observation reduction

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