



## Emergency Department Utilization (EDU)

### 2024 Performance Year

Commercial and Medicare

#### Measure Description

The risk-adjusted ratio of observed to expected emergency department (ED) visits for patients 18 years of age and older during the performance year

Patient ED visits for the following reasons will **not** be included in the denominator:

- Principal diagnosis of mental health or chemical dependency
- Psychiatry
- Electroconvulsive therapy
- Result in an inpatient stay

#### Measure Exclusions

- Patients in hospice or using a hospice benefit anytime during the performance year
- Patients who passed away anytime during the performance year

#### Measure Tips

- Educate your patients on the appropriate access to care ie. when to use an urgent care or emergency department
- Offer services such as: telehealth, same day appointments or after hours access
- Encourage annual routine check ups to identify any health conditions, focus on prevention screenings and promote follow-ups as needed
- See patients with chronic diseases quarterly to prevent potential complications and improve disease management compliance

#### Resources

HEDIS MY2024 Technical Specs Vol 2. Pg. 482-489