



**2024 Potentially Avoidable
Pediatric Emergency Room Visits
Elevance Utilization Measure**

Potentially Avoidable Emergency Room Visits - Quick Overview

Measure Description

This measure identifies pediatric patients who visited the ER for a diagnosis that likely could have been treated in an ambulatory care setting.

Data Collection Method: Administrative

Measure Steward: Utilization Measure from Elevance (Anthem)

Required Exclusions

- Emergency room visits that resulted in an inpatient admission
- Emergency room visits with a patient reason for visit (PRFV) considered potentially unavoidable



Pediatric

Visits for treatment of conditions, such as the following, are considered potentially avoidable:

- Conjunctivitis
- Otitis media
- Sinusitis
- Bronchitis
- Gastritis
- Constipation
- Urinary tract infection
- Menstrual disorders
- Cellulitis
- Dermatitis
- Sunburn
- Joint pain
- Backache
- Cramps
- Insomnia
- Malaise and fatigue
- Throat pain
- Cough
- Nausea or vomiting alone
- Diarrhea
- Sprains
- Abrasions
- Contusions
- First degree burns
- Strep throat
- Vaccinations
- Routine child
- Gynecological and adult exams
- Change of wound dressings
- Radiology and laboratory exams
- Health screenings

Potentially Avoidable Emergency Room Visits

Best Practices



- Educate your patients on where to appropriately seek care
- Offer an after hours nurse line
- Offer extended hours during evenings and weekends
- Ensure your patients understand virtual visits can be utilized
- Address questions, potential needs and barriers during your patient visits
- Offer literature that explains where to seek care and provide examples of each

Patient resource is on the next slide. Please reach out to your population consultant to receive a PDF copy. We encourage you to place these in waiting rooms, exam rooms, etc.

Where do I go for Medical Care?

When you need medical attention, knowing where to go for health care can help save you time and ensure you'll get the appropriate care you need. You may choose care from your primary care provider (PCP), urgent care or an emergency room, depending on your situation. Here are examples to help you choose where to seek care.



Primary Care Provider

- Preventive and Routine Care
- Other Check-Ups
- Immunizations
- Minor Illness or Injuries
- Medication Changes
- Mental Health



Urgent Care

- PCP is *Not Available*
- Need is not an Emergency
- Sprains
- Minor Broken Bones or Burns
- Minor Infections



Emergency Department

- Life Threatening Condition
- Heavy Bleeding or Chest Pain
- Major Broken Bones or Burns
- Confusion
- Difficulty Speaking
- Slurred Speech
- Trauma

Tell your PCP about the care you received.

If you received urgent or emergency care, call your PCP upon discharge to create a follow-up appointment. This will help your PCP make the best decisions about your ongoing health and well-being.



QUESTIONS?

Please reach out to **EMAIL:** carepartnersquality@privahealth.com