Seamless Care Optimizing the Patient Experience (SCOPE)

Reviews a cross-sectoral strategy aimed at improving integration with primary care physicians (PCPs). The goal is to enhance communication and support for complex patients leading to a reduction in avoidable emergency department (ED) visits and hospitalizations. PCPs are provided with Online access to test results from acute care and community labs Single phone number access to acute care nurse navigator, community coordinator and internist on-call for urgent consultations. Treatment of urgent conditions through referral to an acute ambulatory care unit. Outcomes Service use increased steadily following project launch. Many patients are repeat visitors of the ED; targeted patient and physician interventions are required for individuals who self-refer to the ED. PCP office management, in particular offering planned appointments, was correlated with fewer ED visits. Some engagement tactics were rated as more effective.