



# Natchitoches Regional Medical Center

NATCHITOCHES, LOUISIANA

# Natchitoches Regional Medical Center - Information

- ▶ Mission – Excellence Everyday
- ▶ Vision – Natchitoches Regional Medical Center, Your first choice for care!
- ▶ Values – iEXCEL
- ▶ Core Purpose – Care for the Community

# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model

## Problem

- Lack of sufficient Primary care Provider for Medicaid Patients in Natchitoches.
- Frequent Preventable Emergency Room visits .

## Goal

- Improve the health of our community
- Reduce the percentage of our preventable ED visits from 69.3% by 18% over a period of 3 years.
- Ensure appropriate use of the Emergency Room by Medicaid patients.

## Target Population

- Initial: Medicaid Patients 18yrs and older with a primary and secondary diagnosis of diabetes or COPD that utilize the emergency room 3 or more times in a 6 months period.
- Current : Medicaid Patient 18yrs and older without a primary care Provider.



# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model

(con't)

## Implementation Strategies

- ▶ Create an ED redirect program – Patient Navigator
- ▶ Walk-in Clinic expansion (Primary Care)
- ▶ QIT : Community Care Coordination
- ▶ Defined our target population
- ▶ Identified Most Visit Patients (MVP's)
- ▶ Face to face visit with MVP's in the ED
- ▶ Follow up call to Notified MVP's of Patient Navigator and primary care services.
- ▶ Mailed Patient Navigator brochure and primary care clinic information letter to MVP's.

# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator: Best Practice Model

(once more)

## Reasons for Patient Navigator Consult

- ▶ Patient does not have a primary care provider
- ▶ Patient Education
- ▶ Patient's immediate needs are appropriate for the ED, but patient requires follow up care outside the ED.
- ▶ The patient's ED visit is determined to be non-emergent and an inappropriate ED usage.
- ▶ Patient has a new diagnosis.
- ▶ Patient does not have health insurance.

# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model

(again)

## ED Patient Navigator Pathway

- ▶ The Patient Navigator receives a consult.
- ▶ The Patient Navigator can conduct face to face interviews with ED patients, or make a follow up call to patients the day after their ED visit.
- ▶ The Patient Navigator utilizes the teach back method to communicate with patients.

# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model

(further)

## Tracking Measures

- ▶ Number of ED patients per month
- ▶ Number of primary care Medicaid Patients per month
- ▶ Percentage of Medicaid patients ED Visits per month.
- ▶ Number of patient navigator consults per month.

# Hospital/Clinic Sharing:

## ED Navigation Using a Patient Navigator : Best Practice Model

(further more)

### Patient Navigator's role with CCC QIT

- ▶ Patient Navigator brochure
- ▶ Plan Patient Navigator ED pathway
- ▶ Level of care flyers included in ED and inpatient Discharge Packet, and distributed to Community members and organizations.
- ▶ Level of care flyer on social media and NRMCC website.
- ▶ CCC QIT team : Pulpit conversation
- ▶ Participates in monthly breakfast meeting at the council of aging
- ▶ Participate and hold mini health fair at the monthly food pantry
- ▶ Participate in community health fair.



# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model

(final)

## Success Measures

- ▶ After 1 year our MVP's went from 60 people to about 5 people.
- ▶ 60% growth in the Primary Care Clinic
- ▶ NRMC had 69% Non-emergent/preventable ED visits in 2017 fiscal year.
- ▶ NRMC had 30% Non-emergent/preventable ED visits in 2019 fiscal year.
- ▶ NRMC had 32% Non-emergent/preventable ED visits in 2020 fiscal year.
- ▶ NRMC has 34% Non-emergent/preventable ED visits in 2021 fiscal year.

## Not Feeling Well? NRMCMC Can Help.

With or without an appointment, you can visit the following.  
Use the listing below to help determine what service you need.

Primary Care	Walk-In Care	Emergency Care
<ul style="list-style-type: none"> <li>• Wellness Checks</li> <li>• Immunizations</li> <li>• Allergies</li> <li>• Colds</li> <li>• Coughs</li> <li>• Ear Aches</li> <li>• Fever</li> <li>• Flu Symptoms</li> <li>• Pink Eye/Eye Infections</li> <li>• Rashes</li> <li>• Sore Throat</li> <li>• Stomach Aches</li> <li>• Urinary Tract Infection</li> <li>• Chronic Disease Management: <ul style="list-style-type: none"> <li>- Blood Pressure</li> <li>- Diabetes</li> <li>- Mild Asthma</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Abrasions</li> <li>• Allergies</li> <li>• Bee Stings/Insect Bites</li> <li>• Congestion</li> <li>• Coughs</li> <li>• Ear Aches</li> <li>• Eye Infections</li> <li>• Fever</li> <li>• Flu Symptoms</li> <li>• Headaches</li> <li>• Indigestion</li> <li>• Laceration Repair</li> <li>• Minor Burns</li> <li>• Minor Injuries</li> <li>• Rashes</li> <li>• Skin Infections</li> <li>• Sore Throat</li> <li>• Sprains</li> <li>• Stomach Aches</li> <li>• Urinary Tract Infection</li> </ul>	<ul style="list-style-type: none"> <li>• Stroke Symptoms: speech difficulty, face drooping on one side, arm weakness</li> <li>• Serious Burns</li> <li>• Chest Pain or Discomfort</li> <li>• Severe Dehydration</li> <li>• Sudden and/or Severe Headache</li> <li>• Head Injury</li> <li>• Sudden Vision Impairments</li> <li>• Severe Abdominal Pain</li> <li>• Loss of Consciousness</li> <li>• Asthma Attack</li> <li>• Severe Allergic Reaction</li> <li>• Trauma with Broken Bones or Bleeding</li> <li>• Severe High Blood Pressure</li> <li>• High Fever</li> <li>• Drug Overdose</li> <li>• Any Life Threatening Illness or Injury</li> </ul>
<p><b>North Natchitoches Medical Clinic</b> 3194 Highway 71 • Campti \$0 Co-pay for Medicaid 8am - 5pm • M - F 318.476.3999</p>	<p><b>Walk-In Clinic</b> 740 Keyser Ave. • Natchitoches On-site Laboratory &amp; X-Ray Services 8am - 8pm • 7 days a week 318.238.5300</p>	<p><b>NRMCMC Emergency Department</b> 501 Keyser Ave. • Natchitoches 318.214.4200</p>
<p><b>Primary Care Clinic</b> 740 Keyser Ave. • Natchitoches \$0 Co-pay for Medicaid On-site Laboratory &amp; X-Ray Services 8am - 8pm • 7 days a week 318.238.5300</p>		<p><b>When to Call 9-1-1</b> If you think you have a life-threatening injury or illness, you should call 9-1-1 for immediate assistance. Natchitoches Regional Medical Center's Emergency Services provide paramedics and ambulance services for the parish. They will come to you and transport you to the hospital. In a life threatening situation, you should go to the nearest Emergency Room.</p>

Primary Care Clinics provide care on an ongoing basis and focus on comprehensive health care needs including medication management, disease management, and continual monitoring and assessment. Walk-in Clinics offer immediate diagnosis and treatment for minor illnesses and injuries on an as needed basis.

Accepting Medicare, Medicaid, Insurance, and Self-Pay Patients.



### Common signs of a HEART ATTACK

♥ Chest Discomfort  
uncomfortable pressure,  
squeezing, fullness or pain

♥ Upper Body Discomfort  
pain or discomfort in arm(s),  
back, neck, jaw or stomach

♥ Shortness of Breath

♥ Nausea, Vomiting,  
Lightheadedness or  
breaking out in a  
Cold Sweat

If someone shows any  
of these symptoms  
of a Heart Attack,  
immediately call 9-1-1.

Natchitoches Regional  
Medical Center

Inspiring Excellence Everyday

## KNOW THE WARNING SIGNS!

### Common signs of a **STROKE**

**Sudden Numbness** or weakness of face, arm,  
or leg – especially on one side of the body

**Sudden Confusion**, trouble speaking or  
understanding speech

**Sudden Trouble Seeing** in one or both eyes

**Sudden Trouble Walking**, dizziness, loss of  
balance or coordination

**Sudden Severe Headache** with no known cause

**F.A.S.T.**

Act FAST if you  
suspect a **STROKE**

### F – Face Drooping

- Does one side of the face droop or is it numb?
- Ask the person to smile. Is their smile uneven?

### A – Arm Weakness

- Is one arm weak or numb?
- Ask the person to raise both arms. Does one arm drift downward?

### S – Speech Difficulty

- Is speech slurred? Is the person unable to speak or hard to understand?
- Ask the person to repeat a simple sentence like "The sky is blue." Is the sentence repeated correctly?

### T – Time to call 9-1-1

- If someone shows any of these symptoms, even if the symptoms go away, call 9-1-1 immediately.
- Check the time so you know when the first symptoms appeared.



# Hospital/Clinic Sharing: ED Navigation Using a Patient Navigator : Best Practice Model *Questions*



For more information  
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