



# The Foundation

HUMBOLDT-DEL NORTE FOUNDATION FOR MEDICAL CARE

A partner in the delivery of medical care in Humboldt and Del Norte Counties since 1963

## COLLECTION OF DATA ON ER USE

Date \_\_\_\_\_

Member name: \_\_\_\_\_

DOS \_\_\_\_\_

Health plan \_\_\_\_\_

**The conversation:** A successful conversation will focus on patient perspective and experiences and provide most, if not all, of the information sought (page 2).

- **Introduce yourself and the reason for calling.** (e.g. “We try to check in with members who have had ER visits to see how they are doing and to make sure they are receiving all the resources available to them”)
- **Ask permission:** Is this a good time? Would you like me to call back?
- **Use Motivational Interviewing Skills (OARS):**  
Remember to “dance”... never wrestle!
  - **Open-ended questions** - e.g. “How is your baby doing since her recent ER visit?” Encourage a conversation about what was wrong, PCP involvement, how the decision was made to go to ER, whether it was helpful, treatment received, aftercare, etc.
  - **Affirmation** – e.g. “Your baby is lucky to have such a caring mother”; “Seems like you did what you thought was right for your baby”.
  - **Reflective Listening** – the single most important skill! Give encouragement to tell their story (what they know, feel, experience) and then reflect back. e.g. “It sounds like you were very frightened”, “frustrated”, “confused”, “didn’t know what to do”..
  - **Summarize** – (more reflective listening) “Let me see if I understand... (Provides more opportunity to clarify and correct)

**Note:** We will be tracking patient awareness and experiences, PCP involvement. It is recommended that you compile the information on page 2 *after the conversation has ended.*

1 – Was your PCP helpful in deciding what to do? \_\_\_\_\_

2 - When did you know you had a problem? \_\_\_\_\_

3– How did you decide it was an emergency? \_\_\_\_\_

4 – How did you decide where to go for help? \_\_\_\_\_

**COMPILED DATA**

**I. REASON FOR ED VISIT**

- Flare of chronic/known condition**
  - o Describe: \_\_\_\_\_
- New illness or injury**
  - o Describe: \_\_\_\_\_

**II. PCP INVOLVEMENT**

- Was your PCP helpful in deciding what to do? (“y” = yes , “n” = no)**
- Appointment not available within 24 hrs.**
- Told to go to ER**
- Did not call PCP prior to ER**

**III. PATIENT EXPERIENCE/AWARENESS**

- Perceived lack of access (past experiences/no PCP call/unaware UC, etc.)**
  - o Describe: \_\_\_\_\_
- Anxious/afraid**
  - o Describe: \_\_\_\_\_
- More convenient**
  - o Describe: \_\_\_\_\_

**IV. ALTERNATIVE RESOURCE LIST**

- Helpful**
- Not helpful**
  - o Describe: \_\_\_\_\_
- Requested (if not received)**
- Suggestions \_\_\_\_\_**  
 \_\_\_\_\_  
 \_\_\_\_\_

**Updated contact information** \_\_\_\_\_

**Resource information provided** \_\_\_\_\_

***Event noted on tracking sheet and forwarded for data input*** \_\_\_\_\_