



## Practice Overview

Gastro One has thirty-nine providers, including physicians, hospitalists, nurse practitioners, physician assistants, and pathologists. We have **seven locations and three outpatient endoscopy centers** throughout Memphis and North Mississippi. We specialize in the evaluation, diagnosis, and treatment of **all gastrointestinal disorders**. Gastro One has a dedicated clinical research department involving treatments for Crohn's disease, ulcerative colitis, fatty liver, cirrhosis, hepatitis C, GERD, and irritable bowel syndrome.

### Emergency Department Reduction for Crohn's and IBD Patients

Prior to TCPi, we had no means of tracking patients who presented to the Emergency Department unless notified by the patient. We need to know when our patients' ED visits are related to their gastrointestinal disorders. We felt we were missing patients who were not notifying the office when seen through the ED and therefore, did not receive appropriate **follow up care**.

Through our partnership with TCPi, we are now able to work directly with Baptist Hospitals of Memphis. Through this **open line of communication**, we now have a link we can access daily to determine when a Gastro One patient is seen in the ED at a Baptist Healthcare Hospital. This is especially important for our Crohn's and Ulcerative Colitis (IBD) patients. If one of these IBD patients is seen in the ED, we then add the patient to our **IBD Hot List**, which is used to increase patient awareness and educate them on our IBD Clinic and their own disease process. We provide appropriate follow up treatment and offer **rapid access to care** by providing same day and next appointments, IV fluids in office, as well as access to phlebotomy and radiology.

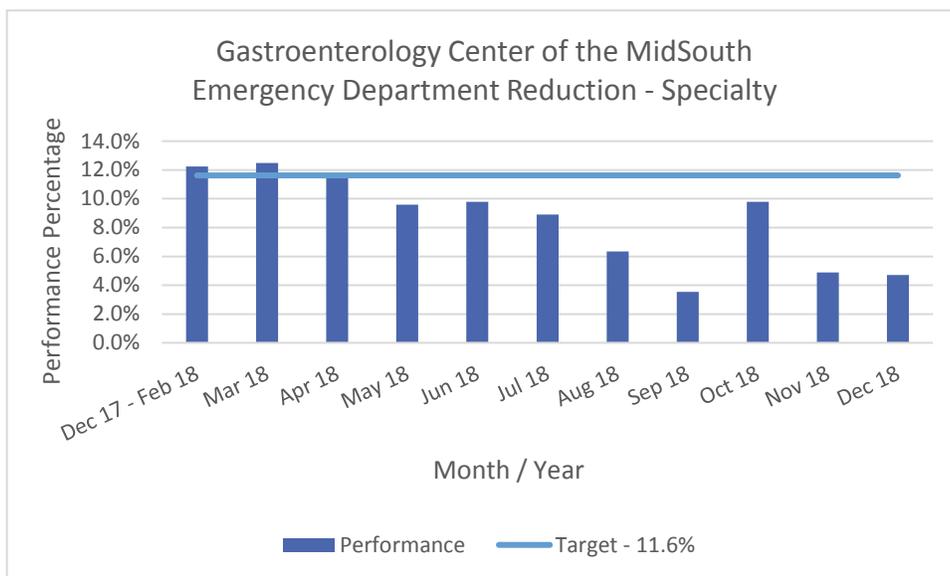
*This has been a great journey for me. I have worked with some truly dedicated people at Baptist through TCPi. This collaboration has taught me there are many aspects of the medical field that impact direct patient care. By always keeping the patient and their needs at the forefront, it makes*

## Decreased Crohn's and Ulcerative Colitis emergency department admissions by 7.5% from baseline by dedicating a nurse navigator to manage the IBD clinic and educating patients on appropriate ED use

We now have a dedicated nurse navigator who manages the flow of the IBD clinic. She has access to ADT reports and **follows up with patients directly**. We spent a great deal of time educating those targeted patients on **our "IBD Hot List"** and on when to present to the ED rather than calling us. With increased education and access to our IBD clinic, we have **reduced unnecessary ED utilization** by our patients. We have **exceeded** our expectations by reducing our ED visits from approximately 12% to 4.7%.

71% percent of emergency department visits could have been treated safely in an urgent care clinic or primary care setting, or did not require urgent care, according to a 2013 study by Truven Health Analytics.

-Encounter  
Telehealth



| Year / Month | Numerator | Denominator | Performance |       |
|--------------|-----------|-------------|-------------|-------|
| 2017 - 18    | Dec - Feb | 707         | 5778        | 12.2% |
| 2018         | Mar       | 237         | 1,897       | 12.5% |
|              | Apr       | 247         | 2,098       | 11.8% |
|              | May       | 199         | 2072        | 9.6%  |
|              | Jun       | 189         | 1,932       | 9.8%  |
|              | Jul       | 188         | 2,113       | 8.9%  |
|              | Aug       | 129         | 2,031       | 6.4%  |
|              | Sep       | 58          | 1,635       | 3.5%  |
|              | Oct       | 181         | 1,848       | 9.8%  |
|              | Nov       | 90          | 1,846       | 4.9%  |
| Dec          | 78        | 1,657       | 4.7%        |       |

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