Community collaboration to decrease atypical emergency department utilization

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Community Collaboration to Decrease Atypical Emergency Department Utilization

Building community collaboration to actively change the health of our community. How a grassroots movement started and has continued to grow making our community an unusual example of what collective community outreach and advocacy is and how it can improve health outcomes.

WHAT COULD YOU DO IN YOUR COMMUNITY?

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A METROPOLITAN APPROACH

Problems to Overcome

- Silo’d systems
- Who “owns” the patient
- Duplicate resources
- Fired/banned from care settings
- “That’s not my job” mentality

A Community Approach

- Resource and Knowledge share
- Shared treatment approach and philosophy
- Shared language & definitions
- Care Coordination is Key
- A sense of connection to others outside of our agencies

What Have We Learned

- Integrate in the community
- Take every opportunity you can
- Building on each other’s strengths
- Networking
- Redefining and sharing successes of working together- feedback loop
- It’s all about RELATIONSHIPS!
- Duplication is avoided with Communication

WHAT COULD YOU DO IN YOUR COMMUNITY?