The R⁵ Initiative

Improving Access to the Right Care in the Right Place at the Right Time for Right Reason at the Right Cost

Project Summary
Building upon prior successes improving access to health care through collaboration, the Healthy Capital District Initiative will utilize HEAL IX resources to examine individual health care selection patterns and health institution policies to determine major causes of suboptimal utilization of emergency health care resources. The R⁵ Initiative will identify interventions to minimize inappropriate use of health resources and implement those interventions to change patterns of care in ways that will improve overall population health.

Methods
The project will involve the collection of qualitative and quantitative data from numerous sources, including SPARCS and PQI data, hospital-level data, insurer data, individual-level focus group analysis, and discussion and review of policy materials with stakeholders and providers. Information collected from these sources will be used to determine root causes of suboptimal care utilization, where gaps exist in acute care and community-based settings, potential interventions, and best methods for implementing interventions.

Products
- Regional analysis of non-urgent emergency department utilization;
- Root cause analysis of demand for emergency care for non-emergent needs;
- Gap analysis to compare current use of care resources and optimal use of health resources;
- Literature review of emergency care use patterns and best practices;
- Compendium of promising practices and potential for regional implementation;
- Regional patient-level education and communications initiatives regarding optimal care utilization and establishment of medical homes;
- Regional provider and payer-level education, communications or policy initiatives regarding optimal care utilization and use of medical homes;
- Policy paper recommending CON process standards for the capital region.

Outcomes
- Regional guidelines for reducing sub-optimal ED visits established;
- More informed consumers, providers, and insurers regarding purpose and methods of optimal care utilization;
- Institutional policies and procedures coincide with care utilization and patient flow guidelines;
- A reduction in sub-optimal emergency room visits;
- A higher proportion of the population has an identified medical home;
- Changes in regional care utilization patterns that indicate that individuals are choosing emergency care settings for emergent care needs;
- CON process that better accounts for appropriate care utilization guidelines for improved public health outcomes;
- Long Term: Improved public health (e.g. lower rates of preventable conditions in emergency care settings; a reduction in the prevalence and severity of chronic diseases; fewer non-emergent ED visits).
The $R^5$ Initiative

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Healthcare Association of New York State 2006 Community Health Improvement Award Recipient
New York State Dental Foundation 2007 Give Kids a Smile Award Recipient