

Methodist Dallas Medical Center



Methodist Dallas Medical Center is a 515-bed hospital located southwest of downtown Dallas, serving North Texas since 1927. The medical center serves as the teaching and referral center for the Methodist Health System.

Highlights

- **First hospital in the nation** awarded certification by The Joint Commission for pancreatic surgery
- Only **Level I Trauma Center** in Southern Dallas County
- Over **60,000** Emergency Department visits

Methodist Dallas Medical Center ED Navigation

Project ID: 135032405.2.1

Project Area: 2.9.1 Establish/Expand a Patient Care Navigation Program

Project Description:

This project was developed to help Methodist Dallas Medical Center promote appropriate Emergency Department (ED) utilization and to encourage a defined population of “high utilizers” to seek a medical home. Patient navigators identify frequent ED users and connect patients to primary and preventative care with the goal of reducing non-emergent Emergency Department visits and improving the overall health of patients at risk for costly chronic conditions. Services provided include the following:

- Assisting patients with PCP appointment scheduling
- Connecting patients to community resources (i.e. transportation assistance, food banks, prescription assistance, etc.)
- Educating patients on their disease (as applicable) and how to access appropriate care in the most appropriate setting

Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education			
Support	Walkability				

Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

Project Activities Addressing Social Determinants of Health

- **Acute Care Plans (ACPs)**

One-paged documents designed to guide the patient's care team in providing consistent treatment during the patient's ED visits in addition to instructions for disposition, and who to contact if the patient is in the ED.

- Created by interdisciplinary team of nursing, case management, social work, and physicians.
- Pilot patients enrolled in late 2015 saw a **47% decrease** in ED visits and a **71% decrease** in hospital admissions 30 days post-implementation.

- **Collaboration with Internal & External Partners**

- North Texas Food Bank – food distribution
- VNA – Meals On Wheels
- DART vouchers
- Metrocare – Integrated Behavioral Health and Rapid Response Team
- Dallas Fire & Rescue – Mobile Community Health Care Program
- Methodist Patient-Centered Accountable Care Organization
- Brother Bill's Community Clinic and Los Barrios (FQHC)
- Pharmaceutical Companies – vouchers and coupons
- AuntBertha.com



Methodist
HEALTH SYSTEM