

**2024 Quality Improvement Activity #2:
Potentially Avoidable Emergency Department Visits or Potentially
Preventable Admissions Strategy Form**

IPA Name: _____

The Department of Health Care Services (DHCS) penalizes health plans that have a high rate of avoidable emergency room visits or potentially preventable admissions. IEHP has included the Quality Improvement Potentially Avoidable Emergency Department (ED) Visits or Potentially Preventable Admissions measure with the intent for IPAs to develop a quality improvement activity aimed at reducing avoidable emergency room visits or potentially preventable admissions among Members with diabetes or heart failure.

IPAs must establish a quality improvement project to reduce avoidable ED visits or potentially preventable admissions and share project details with IEHP. Please complete the Plan-Do-Study-Act (PDSA) tool below as you work through your quality improvement plan. Completed PDSA tool must be emailed to QualityPrograms@iehp.org by the due dates listed below.

PDSA Name: _____

DUE by: 4/30/2024

PLAN	
Anticipated date to be completed:	Responsible Party:
Plan a strategy (define desired outcome and steps to execute the plan)	

Steps to execute the plan:

DUE by: 3/31/2025

DO (May – Dec 2024)

Conduct the study (determine what happened during the study)

STUDY (Jan – Feb 2025)

Assess the study and outcomes (conclude what was learned from the study, why was/was not the study successful?)

ACT (Jan – Feb 2025)

Decide on next steps (Finalize next steps and what will be adopted from the study outcomes to reduce potentially avoidable ED visits or potentially preventable admissions)

Any questions related to the PDSA tool, please reach out to IEHP's Quality Department at QualityPrograms@iehp.org.