

**2025 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](mailto:QualityPrograms@iehp.org) by the due dates listed below.

**PDSA Name:** \_\_\_\_\_

**DUE by: 4/30/2025**

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

**Steps to execute the plan:**

**DUE by: 3/31/2026**

**DO (May – Dec 2025)**

**Conduct the study** (determine what happened during the study)

**STUDY (Jan – Feb 2026)**

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

**ACT (Jan – Feb 2026)**

**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](mailto:QualityPrograms@iehp.org).