



Resource Highlight: Urgent Care Best Practices

For IBD patients, emergency department visits may disrupt long-term management plans. In response, IBD Qorus®, the Crohn's & Colitis Foundation's collaborative quality of care initiative, developed targeted interventions, resulting in decreased urgent care visits, hospitalizations, and opioid usage among participants. (1) Furthermore, analysis revealed an annual cost savings of \$2,500 per patient. (2) Learnings were compiled in a toolkit, available online.

REDUCE ED VISITS WITH THESE INTERVENTIONS

- 1 Create high-risk list
- 2 Proactively manage list
- 3 Educate patients
- 4 Offer urgent care appointments

REFERENCES

1. Melmed GY, Oliver B, Hou JK, Lum D, Singh S, Crate D, et al. IBD Qorus Quality of Care Program Reduces Unplanned Health Care Utilization in Patients With Inflammatory Bowel Disease. *Am J Gastroenterol.* 2021;116(12):2410-2418. doi:10.14309/ajg.0000000000001547
2. Almario CV, et al. Health Economic Impact of a Multicenter Quality-of-Care Initiative for Reducing Unplanned Healthcare Utilization Among Patients With Inflammatory Bowel Disease. *Am J Gastroenterol.* 2021;116(12):2459-2464. doi:10.14309/ajg.0000000000001540

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"The benefits of Professional Membership are huge. We're also part of IBD Qorus®, which has changed our practice completely and improved provider scores."

Emmanuelle "Manny" Williams, MD
Director of Inflammatory Bowel Diseases, PennState Health