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
- Employment
- Income
- Expenses
- Debt
- Medical bills
- Support

## Neighborhood and Physical Environment
- Housing
- Transportation
- Safety
- Parks
- Playgrounds
- Walkability

## Education
- Literacy
- Language
- Early childhood education
- Vocational training
- Higher education

## Food
- Hunger
- Access to healthy options

## Community and Social Context
- Social integration
- Support systems
- Community engagement
- Discrimination

## Health Care System
- Health coverage
- Provider availability
- Provider linguistic and cultural competency
- Quality of care

## 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