

# **Introducing Transitional Care Management in the Outpatient Setting for Emergency Department Discharge Follow-Ups**

***Presenters:***

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**SCAFP**

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# STUDY TEAM



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# Background

- Last year we added **Fetter clinics to Meditech EMR** enabling hospital staff to easily refer patients from the emergency department and inpatient settings.
- This year we additionally looked at how many of those patients referred from the emergency department ended up making appointments at any of the Fetter locations and how to further increase those follow up rates.
- Well-defined protocols and improved coordination between inpatient and outpatient settings can promote safe transitions and improved communication but they take time and effort to implement.
- **Transitional Care Management (TCM)** is a program designed to help patients smoothly transition from the hospital back to the community after discharge.

# Intervention: TCM Team

***Fetter Healthcare created a new TCM team to track and help improve clinic follow-up for patients after discharge from the emergency and inpatient departments, with the goal of scheduling patients within 14 days of leaving the hospital. Once the TCM team gets notice about a patient discharge they note:***

- ✓ **Patient Name**
- ✓ **Patient Medical Record Number (MRN)**
- ✓ **Patient Date of Birth (DOB)**
- ✓ **Patient Admit and Discharge Date**
- ✓ **Hospital Patient was Discharged From**
- ✓ **Setting Patient was Discharged From**
- ✓ **Whether Discharge Summary was Sent**
- ✓ **Dates that TCM Team Calls to Patient to Schedule Follow up Appointments (3 attempts)**
- ✓ **Date Clinic Appointment Scheduled**

# Intervention: *TCM Team*

## *Example: TCM Template from ECW*

Admit TCM [REDACTED]

After Discharge

- 1- Real interact- Please call within 24 hours to schedule HDFU with in 7-14 days of discharge then assign per schedule for Med. Reconciliation.
- 2- Please call Pt within 24 hours for Medication reconciliation.
- 3- After completing please reassign to [REDACTED] for tracking purposes.

[REDACTED] 11:42:49 AM EST > Discharge summary added to chart

[REDACTED] 08:44:03 AM EST > Called the pt. and scheduled her with Dr. [REDACTED] for 01/07 at 9:00 am.

[REDACTED] 09:32:37 AM EST > Medication reconciliation completed.

[REDACTED] 09:32:37 AM EST > Medication reconciliation completed.

[REDACTED] 01/07 at 9:00 am

# Intervention

## Appropriate TCM coding for Hospital/ED Discharges-

Under the **Assessment** tab: use the following ICD-10 code:

→ **Hospital discharge follow up (VO9)**

Under the **Notes** portion of Hospital Discharge Follow Up: add the following lines:

- Total face to face time with the patient was 40 minutes, including detailed discussion of treatment options and management plan.
- 50 minutes spent reviewing patient records, medication list, correspondences from specialists, and speaking with consultants.
- High complexity decision-making is required due to multiple diagnoses and treatment options. Management plan includes coordination of care with multiple specialists.

Under **Visit Codes** tab: use the following CPD codes:

- **99495** – moderate medical complexity requiring a face-to-face visit **within 14 days of discharge**
- **99496** – high medical complexity requiring a face-to-face visit **within 7 days of discharge**

# Methods

- Using HCA retrospective data bank (EDW) and Meditech data provided by the hospitals' data management teams we reviewed the number of outpatient referrals to Fetter from SMC and TMC ED from 10/1/2024 to 2/1/2025
- In Excel, data was alphabetized, duplicate patients were removed and patients were sorted by PCP status
- We focused on patients without a PCP and sorted them by referral status to Fetter
- We then categorized Fetter referrals by clinic location
- We compared data obtained from the previous year to the current year

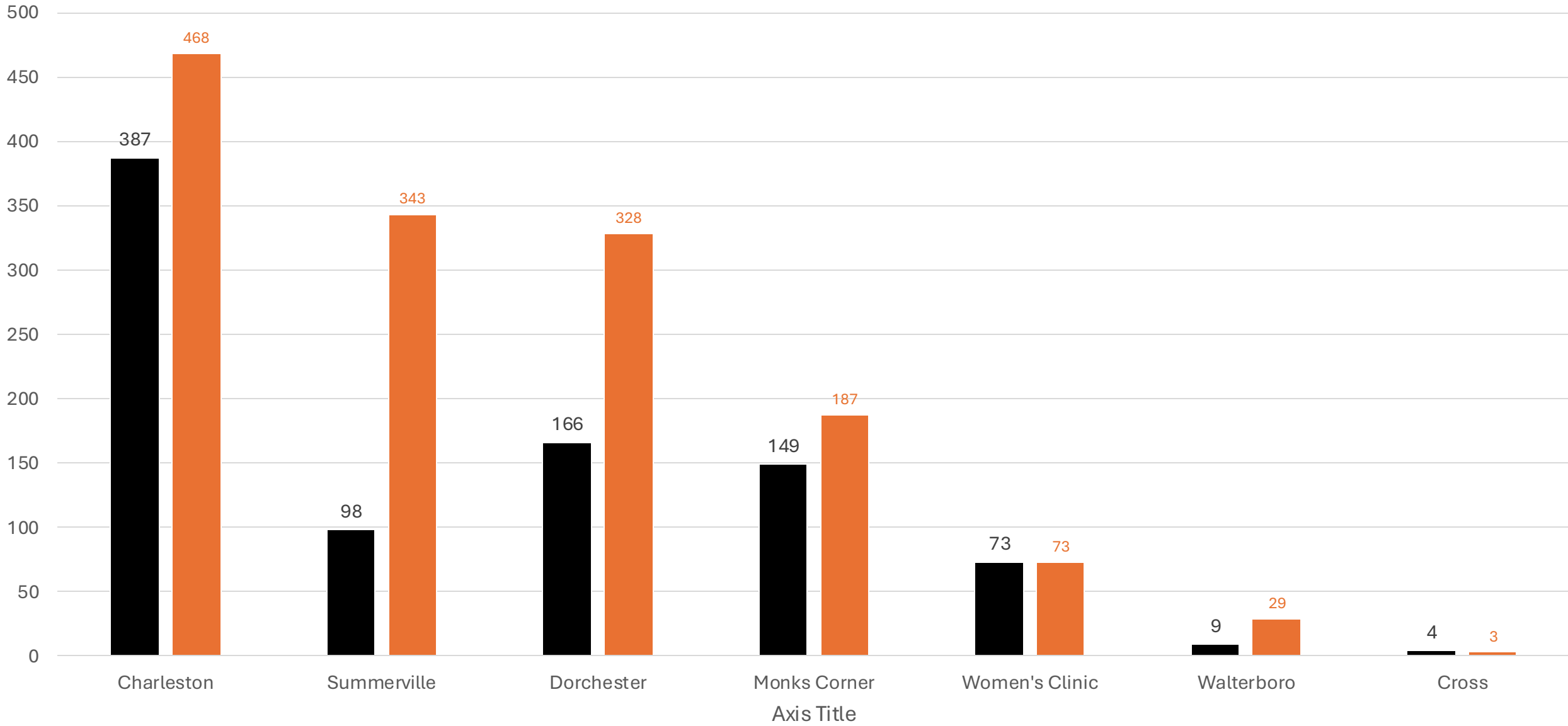
# Methods

- This year we also included data from an excel file provided by the TCM Coordinator at Fetter Healthcare and looked at the number of patients who made follow-up appointments at any of the clinic locations from October 2024 to end of January 2025 within a two-week period
- We chose a two-week period as this is the reimbursement period for TCM codes nationally and the typical recommended period for patients upon discharge from the emergency department.

# Research Data

ED Referral Data Analysis	Number of patient visits Jan-April 2024	Number of patient visits Oct 2024- Jan 2025
Total Number of ED patients	43,179	58,035
ED patients without PCP	6,143	6,178
ED patients without PCP and were not referred to Fetter	5,473	4,747
ED patients without PCP referred to Fetter	670	1431
Percentage of ED patients without PCP referred to Fetter	<b>10.91%</b>	<b>23.2%</b>

## ED Referrals by Fetter Clinic Location



■ January - April 2024    ■ October 2024- January 2025

# Research Data:

*Number of appointments created*

Number of ED Referrals to Fetter	Number of patients who made clinic appointments at Fetter within a 2-week time period	Percentage of timely patient appointments to Fetter
1431	84	5.87%

# Results

- Of the 58,035 total patients seen in the emergency department over the three-month period, there were **6178 patients** without a PCP. **Of those, 1431 patients (23.2%) were referred to any of the Fetter clinics.**
- Referrals by clinic location: **468** to Charleston Downtown (FM resident clinic), **343** to Summerville Clinic (IM resident clinic), **328** to Dorchester clinic (pain/psych clinic), **187** to Moncks Corner, **73** to Summerville Women's Clinic (OB resident clinic), **29** to Walterboro Clinic and **3** to Cross Clinic.

# Results

- The number of ED referrals over a three-month period increased by 120%, doubling from last year, from 10.91% to **23.2%**
- The total number of referrals to Fetter increased from last year with the Charleston downtown (FM clinic), Summerville (IM clinic) and Dorchester (pain/psych clinic) once again the most popular clinic locations.
- Unfortunately, only **5.87%** of patients, who were referred from the ED, made prompt (within 2 weeks) clinic appointments at any of the Fetter locations within the time studied.

# Discussion

- **Referrals from emergency department to Fetter substantially increased.**
- This is due to:
  - Increased awareness in the emergency department (lectures, word of mouth, teaching)
  - Simplified referral process in Meditech EMR
  - More residents and attendings rotating through the emergency departments
  - Ongoing demand in Charleston area of need for PCPs/outpatient

# Discussion

- Great increase in number of ED referrals to the Charleston, Summerville and Dorchester Fetter clinics
- This is due to:
  - **Establishment of Family Medicine (FM) residents at Charleston location**
  - Addition of Transitional Year (TY) residents to Charleston location
  - Addition of Internal Medicine (IM) residents to Summerville location
  - Increased awareness of Dorchester location about managing pain/psychiatric patients
  - Ongoing demand in Charleston area of need for PCPs/outpatient
  - Addition of Transitional Year (TY) residents to Charleston location

# Discussion

- Exceptionally low two-week follow up rate from emergency department to Fetter clinic appointments.
- This is due to:
  - Lack of TCM coordinator at Summerville/Trident Medical Centers to send discharge summaries.
  - Longer follow-up period between emergency department visits and Fetter appointments (seen past 2-week period)
  - Hospital follow-up visits not captured with proper coding in outpatient Fetter clinics.
  - Lack of knowledge of TCM team at Fetter knowing about emergency department discharges.

# Conclusion

- The data suggests our interventions have been helpful in improving referral rates to Fetter from SMC and TMC ED and starting to track hospital follow ups.
- Future interventions may include having a dedicated TCM coordinator at SMC and TMC to further improve discharge follow up rates.
- We also plan to incorporate a QR code system during check-in at Fetter to capture patients that were not initially tracked by the TCM team.
- Establish a specific contact phone number for patient to use to set up appointments (current study ongoing 2025-2026).

# THANK YOU

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