

High ED Utilizers – Roles and Responsibilities of the Cross-Organizational Care Team

**Before an ED Visit**

Tasks	Responsible Party	Notes
Monitor ED Utilization		
Ensure patient is engaged in primary care		
Generate Care Guideline		
Provide ongoing Care Management		
Contact other care team members to coordinate care as needed		

**During an ED Visit**

Tasks	Responsible Party	Notes
Review Care Guideline (specifically the Care Guideline created per workgroup agreement, not necessarily ED generated Guideline)		
Provide care coordination – care team members contacted as appropriate		

**After an ED Visit**

Tasks	Responsible Party	Notes
Call patient for ED follow up		
Schedule ED follow up appointment		
Perform cross-organizational care conference		