UNION HEALTH SERVICE, INC. PATIENT SAFETY INITIATIVES:

The purpose of this initiative is to institute Patient Safety processes and a Utilization Management Program for Union Health Service. These initiatives ensure that Union Health Service implements and maintains patient safety in accordance with applicable guidelines from state and federal regulatory agencies and licensing authorities. Our patient safety initiative is integrated with all quality and performance improvement activities.

Introduction:
The initiative supports and promotes the mission, vision and values of Union Health Service (UHS), which is to ensure that our members receive quality health care in the most appropriate treatment settings. Union Health Service utilization management program and patient safety initiatives use established medical necessity guidelines in evaluating requests for services.

Responsibility:
It is the responsibility of the attending physician to make all clinical decisions regarding medical treatment. These decisions should be made consistent with generally accepted principles of professional medical practice in consultation with established guidelines grounded in evidence based medicine.

Case Management:
Union Health Service case management model provides follow up care coordination, education and resources to help assist members through the health care continuum. The UHS case manager makes outbound calls to members who have been discharged from the hospital. This is done to assess the member's post discharge status and to educate the member on following up with care at the UHS clinics. The case manager will also assist in setting up any home care needs the member may have.

The Union Health Service case manager makes a follow call to all members who have emergency room visits to educate the member to follow up with their PMD in a timely manner for ongoing care.

Another function that the case manager provides involves educating members and their families on wellness and any other resources that may be of assistance.