

# Create a High-risk List

Establish a mechanism to identify those patients at greatest risk of being hospitalized or going to the emergency room (i.e., create a high-risk list), in an attempt to intervene before they do so.

## Best Practices



**Create a workflow/process for adding patients to the high-risk list.** To eliminate uncertainty, create a streamlined process that clearly indicates how a patient gets added to the high-risk list as well as who can decide whether a patient is considered high-risk.



**Define inclusion criteria for high-risk list.** Defining inclusion criteria can help you identify those patients at highest risk of being hospitalized or going to the emergency room.



**Set a manageable number of high-risk patients.** In an ideal world with unlimited resources, we could offer urgent care services to every high-risk patient. However, most clinics do not have the capacity to provide heightened surveillance to everyone. Therefore, it is important that you establish a maximum number of high-risk patients that your clinic staff can manage successfully—otherwise you may be setting yourself, your colleagues, and your patients up for disappointment.



**Define removal criteria from high-risk list.** Without defining criteria for removing patients from the high-risk list, your list may start accumulating names and growing exponentially. To avoid this situation, design removal criteria that you feel is most appropriate for your clinic as well as your high-risk patients.

For tips and examples on how to implement these interventions, visit: [www.crohnscolitisfoundation.org/urgentcare](http://www.crohnscolitisfoundation.org/urgentcare).