Proactively Manage Your High-risk List

Establish a mechanism to track high-risk patients and reach out to them more frequently.

Best Practices

Convene a regular team huddle to discuss the high-risk list. The huddle represents an opportunity for the team to review and update the high-risk list as well as create action items for the week ahead. Most clinics felt that a brief, weekly, 15 to 30-minute huddle was critical to keep the team engaged, stay organized, and maintain momentum.

Define next steps (i.e., create an urgent care plan) for each high-risk patient. Meet with your team to create actionable next steps that are specifically tailored for each patient's unique needs.

Reach out to each high-risk patient on a regular basis. Once next steps are identified, reach out to the patient on a consistent basis to assess how they are doing, answer any questions they may have, or schedule follow-up appointments as necessary. Reaching out more frequently (and/or scheduling appointments to see your high-risk patients more consistently) will help address issues before they potentially result in a trip to the hospital or emergency room.

Implement a tracking system. To stay organized, most clinics found it helpful to track the patients on their high-risk list. Some clinics also chose to track additional pieces of information for each high-risk patient, such as: medical record number, reason for being on the high-risk list, next steps, when and how often the clinic reached out, etc.

For tips and examples on how to implement these interventions, visit: *www.crohnscolitisfoundation.org/urgentcare*.

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