

## **Patient Engagement During a Pandemic**

### **Wake Forest Baptist Health**

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Our healthcare system is committed to improving the health of our patients and the communities in which they live. Multiple initiatives have been implemented to educate, treat, and keep our patients safe. A significant decrease in utilization (i.e. emergency room, inpatient, and primary care) was an unintended consequence of the pandemic. We decided to focus on ways to re-engage patients with their primary care physicians. We implemented the use of Electronic Frailty Index (eFI) scoring to proactively identify vulnerable patients who have disengaged from the healthcare system due to fear of COVID-19. Our nurse navigators performed EMR review and patient outreach on all patients with eFI scores  $>0.21$ . During the telephonic assessments, the nurse navigator assessed the patient's current clinical status and the need for a clinic visit. The calls also yielded the need for ongoing navigation to address chronic illnesses, connection with community agencies to address social determinants of health issues and address social isolation. Within the first month of implementations, 77 patients received telephonic outreach. Of those, 29% were enrolled for ongoing navigation and 30% were offered clinic visits. Seventy percent of those who were offered a clinic visit agreed and were scheduled. Fifty-six percent of patients were scheduled for in office clinic visits and 44% were scheduled for telemedicine. The use of eFI scoring has allowed us to proactively identify a patient population that would not have been identified by our discharge reports.