



# Follow-Up after ED for Mental Illness (FUM)

HEDIS® Measurement Year 2024

**Measure description:** The percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness. Two rates are reported:

- Follow-up within 30 days of the ED visit (31 total days)
- Follow-up within 7 days of the ED visit (8 total days).

## Strategies for improvement

- Schedule follow-up appointments as soon as possible, particularly for those patients recently discharged from the ED.
- Train patients and staff on the “Teach-Back Method” to ensure patients and caregivers review and understand discharge instructions and the next steps in their care for follow-up.
- Encourage patients to bring their discharge paperwork to their first appointment.
- Educate patients about the importance of follow-up care and adherence to treatment recommendations.
- Coordinate care with behavioral health practitioners by sharing progress notes and updates.
- Contact patients who cancel appointments and assist them with rescheduling as soon as possible.
- Set flags, if available, in electronic health records or develop a tracking method for patients due or past due for follow-up after discharge visits.
- Use the same diagnosis for mental illness at each follow-up (a non-mental illness diagnosis code will not fulfill this measure).