

Emergency Department Visits

Defining the Goal

CHI/BC3 Panel Discussion

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coloradohealthinstitute.org



Emergency Department Utilization

Issue: Receiving care in appropriate settings leads to better health for individuals and lower costs for all.

Goal: Reduce avoidable ED volume by 10% by 2020.



ED Use 101:

Colorado: Where We Stand

Tenth Best in 2013



356 visits
per 1,000 people



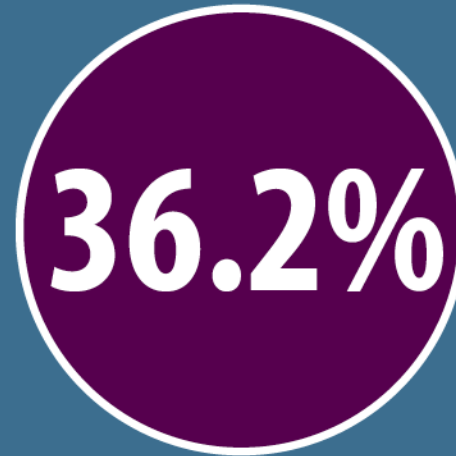
423 visits
per 1,000 people

ED Use 101:

Who Uses the ED

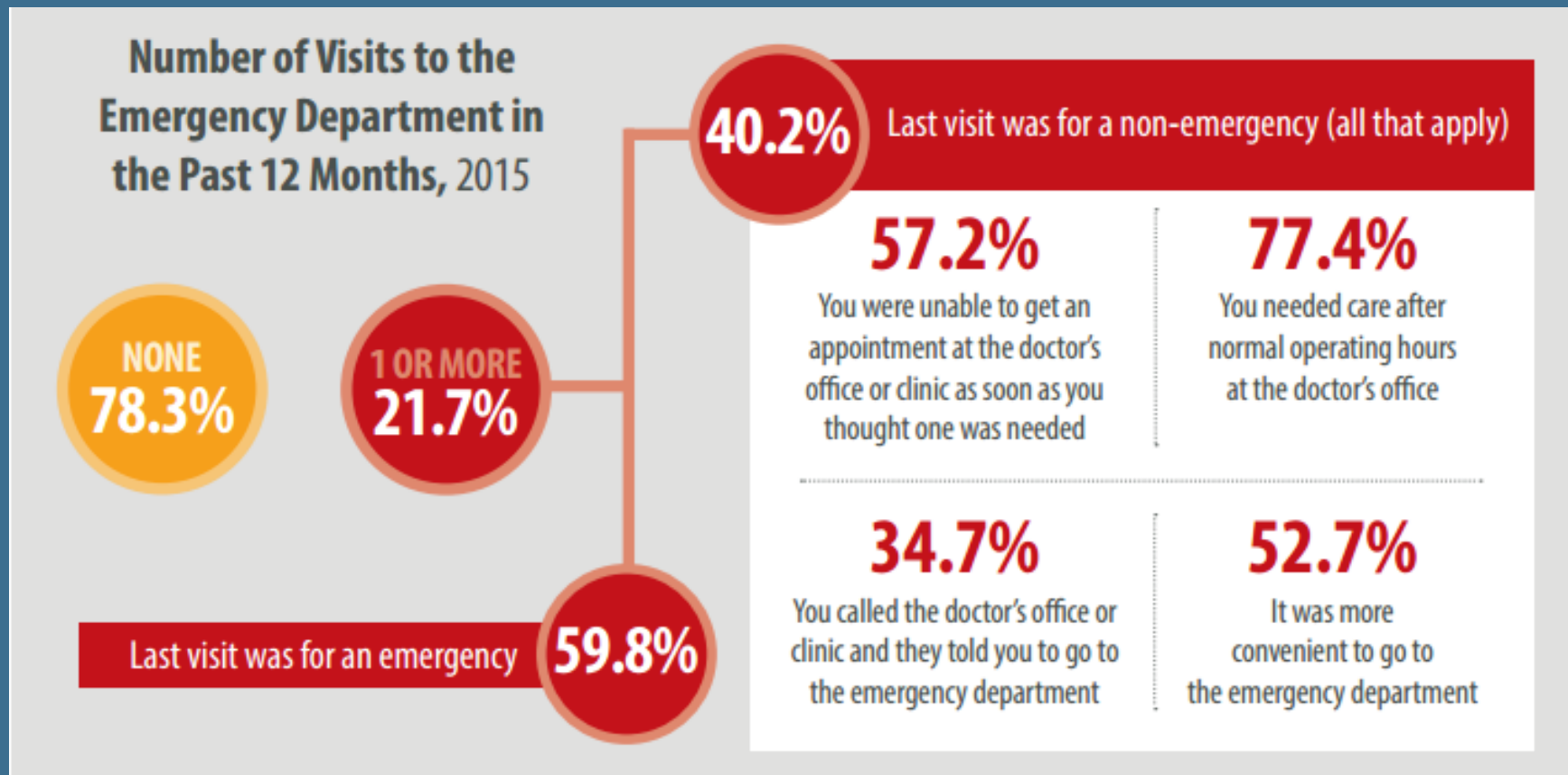


All Coloradans



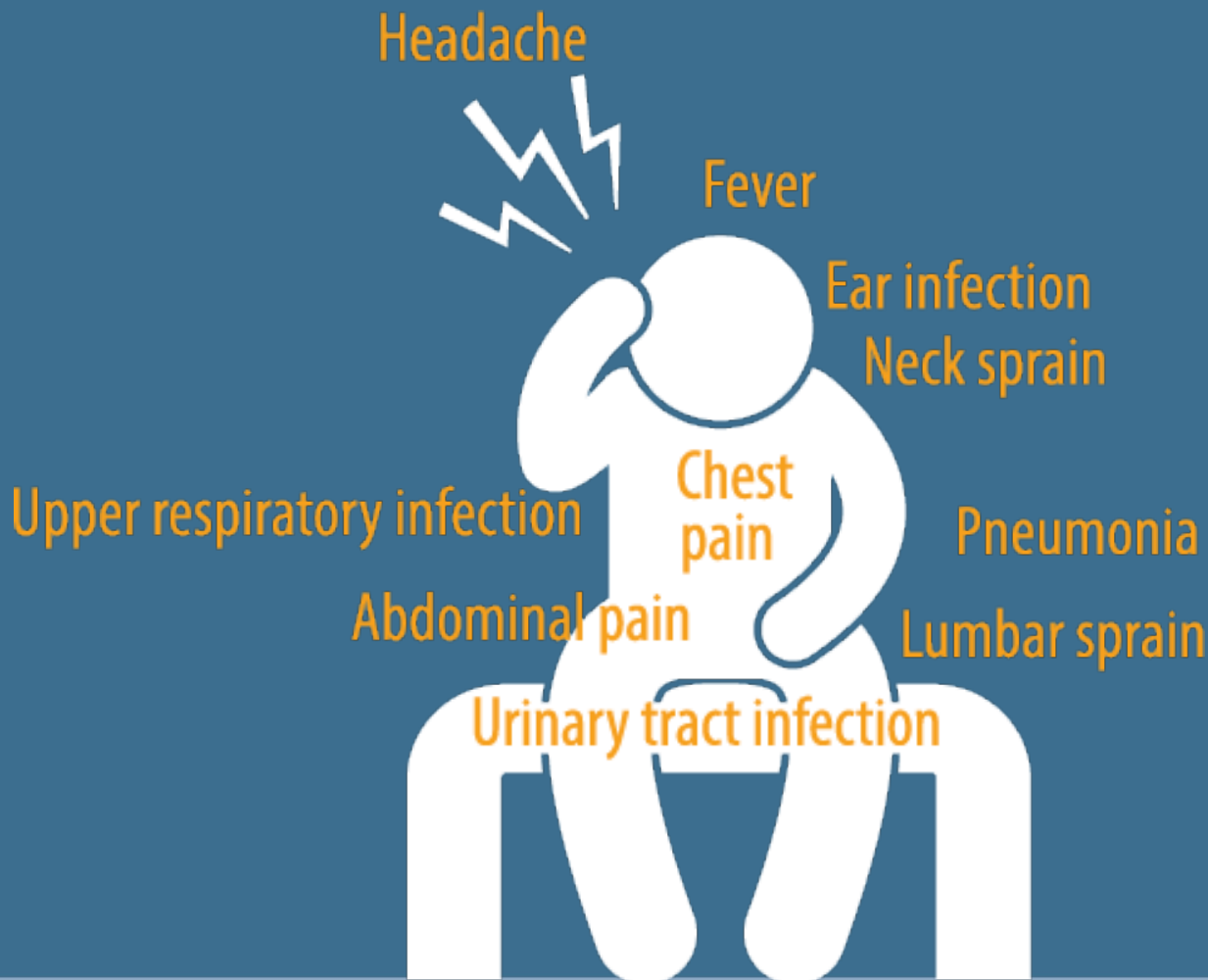
Medicaid clients

Why Coloradans Use the ED



ED Use 101:

Most Common Conditions



When we talk about
reducing ED use, what are
we actually talking about?

Three Options



Option 1

Overall ED Use

- **CHI's First Take:** This method takes into account all ED visits – many of which are justified and necessary.
- This analysis does not differentiate avoidable or preventable use of the ED.

Colorado Medicaid Initiatives

- Reducing emergency department use is a key performance indicator (KPI) in Colorado Medicaid.
- RCCO initiatives focus primarily on super-utilizers.

Option 2

Avoidable ED Use

- **CHI's First Take:** It is difficult to parse out which ED visits were non-emergent or could have been treated safely in an alternate setting.
- Method relies on discharge diagnoses, which critics of the model deem flawed and over inclusive.

Avoidable ED Use

Conversations and Solutions

- Patient education
- Nurse hotlines: When to visit the ED, when to wait for an appointment
- Extended office hours and weekend times

Option 3

Preventable ED Use

- **CHI's First Take:** This option would focus on a subset of diagnosis codes (conditions) to determine what proportion of ED visits could likely have been prevented with effective primary care.

Preventable ED Use

Conversations and Solutions

- Connect patients to a usual source of care
- Medical home model
- Care coordination and case management

Panelists

- Dr. Roberta Capp – University of Colorado
- Nancy Griffith – Colorado Hospital Association
- Gretchen McGinnis – Colorado Access
- Tracy Johnson – Denver Health
- Janet Pogar – Anthem
- Carol Bruce-Fritz – Community Health Partnership

Panel Discussion

- Different entities have various interests when it comes to emergency department utilization. Based on your organization's perspective, does it make sense at this time to reduce ED utilization?
- What are the various perspectives or unintended consequences we all should be aware of regarding addressing emergency department utilization?

Panel Discussion

- Which kinds of emergency department visits should we monitor and collectively attempt to impact based on the criteria below? What are the opportunities and challenges?
 - Data availability
 - Relevance to your work
 - Actionable/impactful



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