'Hot-Spotters,' 'Frequent Fliers,' & 'Super Utilizers': Healthcare Delivery Innovations to Meet the Needs of Complex Patients

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PROBLEM

- In the United States, just 5% of patients account for 50% of healthcare costs.[1, 2]
- A majority of these patients have multiple chronic diseases complicated by social determinants of health that would benefit from close care coordination.[3, 4, 5]
- This unmet need leads to high utilization and cost, poor outcomes, and dissatisfaction with care.[6, 7]

PURPOSE

To identify and describe patients with high utilization patterns at the Eastern Panhandle Care Clinic (EPCC), a safety net clinic in West Virginia.

METHODS

1. A retrospective chart review of previously identified high risk patients from the EPCC.
2. For all ED visits: the date of visit, chief complaint, and resulting admissions were captured.
3. Chief complaints were grouped into system categories for analysis.

Experience of Care · Health of a Population · Per Capita Cost
IHI Triple Aim

DATA & ANALYSIS

Individual Patients Seen at EPCC from 12/28/2014 – 12/27/2015
N=683

Total EPCC patient encounters generating a SOAP note =5428

Identified High Risk patients
n=290

From this sample patients were classified:

Potential Super Utilizers:

Patients with **≤6** EPCC visits OR **≤2** ED visits
n=73 (11%)

Accounted for:
5% (275) of total encounters
38 ED visits resulting in **2** admits

55% Female
Mean age 46 (24-65)
12 are uninsured
3 are dual eligible

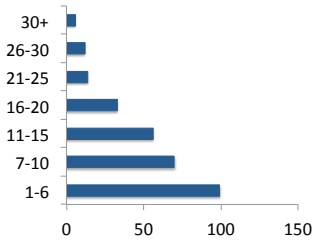
Super Utilizers:

Patients with **>6** EPCC visits OR **>2** ED visits
n=216 (32%)

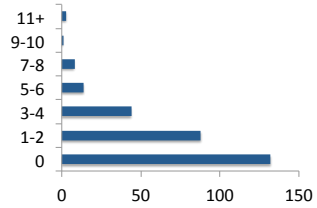
Accounted for:
53% (2,895) of total encounters
408 ED visits resulting in **43** admits

65% Female
Mean age 49 (20-69)
20 are uninsured
7 are dual eligible

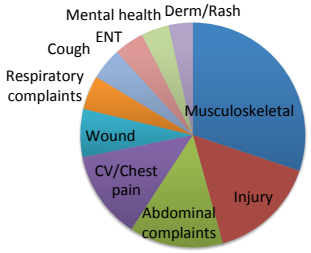
# of EPCC SOAP/patient



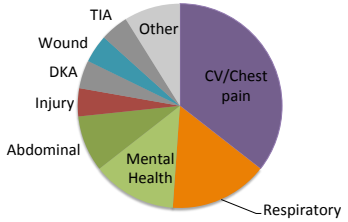
# of ED visits/patient



Top 10 reasons for ED visits



Reason for admission



CONCLUSIONS

- Super utilizers were identified in this clinic population and accounted for more than half of the clinic encounters in the reviewed time period.
- The large percentage (30%) of musculoskeletal complaints, not related to injuries, in the ED may indicate an unmet need in the clinic or community.
- More than 50% of admissions were due to cardiovascular and respiratory conditions suggesting an opportunity for closer chronic disease management.

RECOMMENDATIONS

- Implementation of a Super Utilizer high touch intervention has the potential to reduce utilization and improve the patient's experience of care.
- Based on utilization data, protocols could be implemented to address specific population needs i.e chronic pain/ musculoskeletal complaints.
- High quality data collection efforts that include resource use are needed to implement super utilizer interventions.
- Community collaboration and partnerships can facilitate super utilizer interventions

EASTERN PANHANDLE CARE CLINIC
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