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

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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.

DATA & ANALYSIS

<table>
<thead>
<tr>
<th>Potential Super Utilizers:</th>
<th>Super Utilizers:</th>
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<tbody>
<tr>
<td>Patients with ≥6 EPCC visits OR ≥2 ED visits</td>
<td>Patients with &gt;6 EPCC visits OR &gt;2 ED visits</td>
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<tr>
<td>n=73 (11%)</td>
<td>n=216 (32%)</td>
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<tr>
<td>Accounted for:</td>
<td>Accounted for:</td>
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<tr>
<td>5% (275) of total encounters</td>
<td>53% (2,895) of total encounters</td>
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<tr>
<td>38 ED visits resulting in 2 admits</td>
<td>408 ED visits resulting in 43 admits</td>
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<tr>
<td>55% Female</td>
<td>65% Female</td>
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<tr>
<td>Mean age 46 (24-65)</td>
<td>Mean age 49 (20-69)</td>
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<tr>
<td>12 are uninsured</td>
<td>20 are uninsured</td>
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<tr>
<td>3 are dual eligible</td>
<td>7 are dual eligible</td>
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</tbody>
</table>

Top 10 reasons for ED visits:
- Mental health
- Derm/Rash
- ENT
- Cough
- Respiratory complaints
- Wound
- CV/Chest pain
- Abdominal complaints
- Injury
- Musculoskeletal

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

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.