# Emergency Department Innovations: Pop Health/Pt Sat

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Innovations and Successes

- Population health
  - High-risk care plans (high-frequency utilizers)
  - Low-risk chest pain protocol
  - Telehealth
- Patient experience
  - Patient callback program

High Risk Care Plans
Expanded to 308 Patients
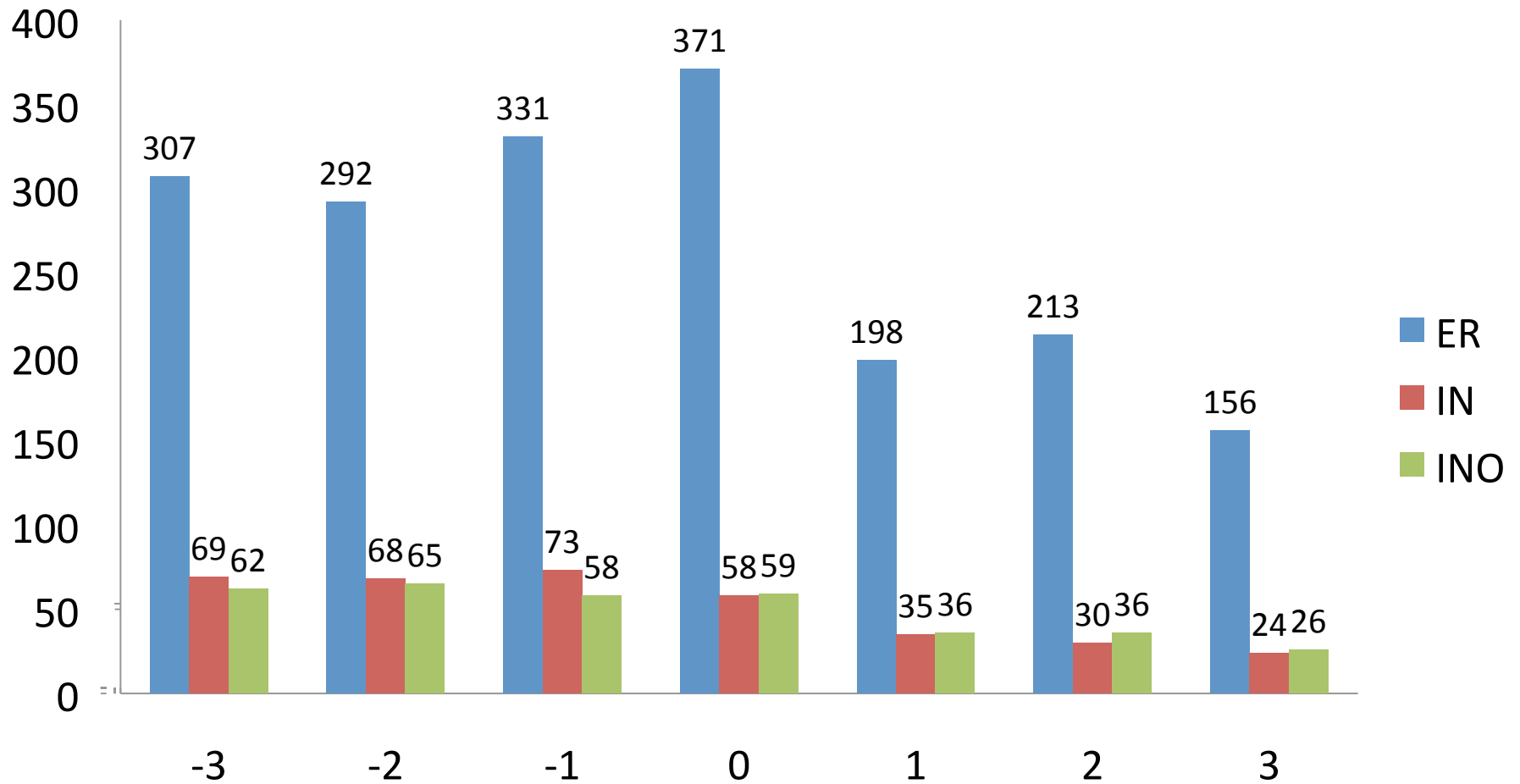
HRCPs

- Total ED visits avoided: 363 (39% reduction)
- Total admissions avoided: 121 (58% reduction)
- Total observations avoided: 87 (47% reduction)

Low Risk Chest Pain

- Modified TIMI score to select patient population:
  - Age <65
  - 2 or fewer CAD Risk Factors
  - No Known CAD, >50% stenosis
  - 2 or fewer episodes of chest pain in past 24 hour
  - Normal EKG
  - Able to physically perform an exercise stress test

Low Risk Chest Pain

- UM UCMC: Protocol initiated 10/15/2014
  - Total volume through June: 288
  - Direct from ED: 48 patients (16.7%)
- Results
  - Cancelled by Cardiology: 16 (5.6%)
  - Cancelled by ED: 2 (0.7%)
  - Cancelled by Patient: 32 (11.1%)
  - No show: 29   (10.0%)
  - Negative: 179 (62.2%)
  - Non-diagnostic: 19 (6.6%)
  - Positive: 11 (3.8%)

Low Risk Chest Pain

- Annualized 632 observations stays avoided that were cared for in outpatient setting between both hospitals

- Expansion of stress testing and utilization of HEART score criteria will increase those numbers
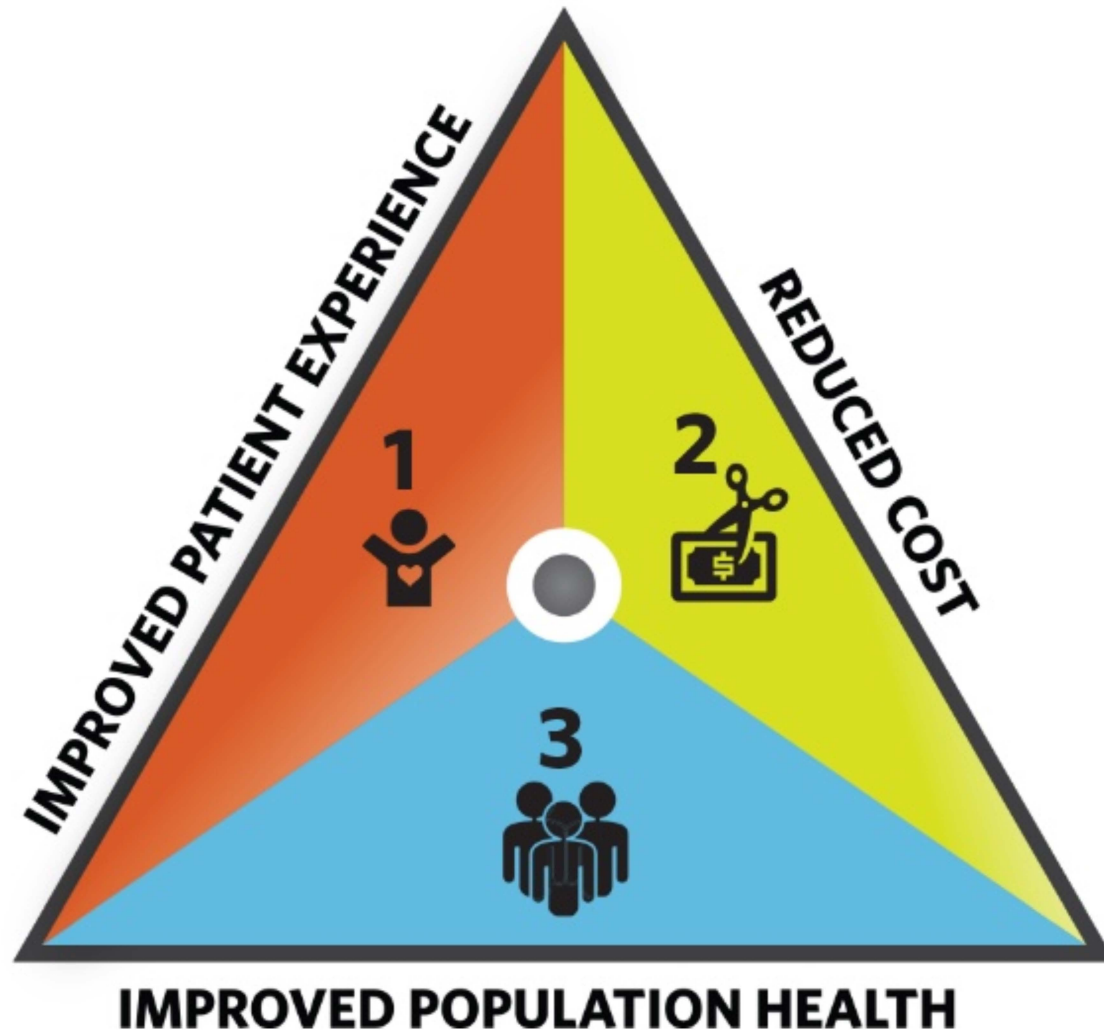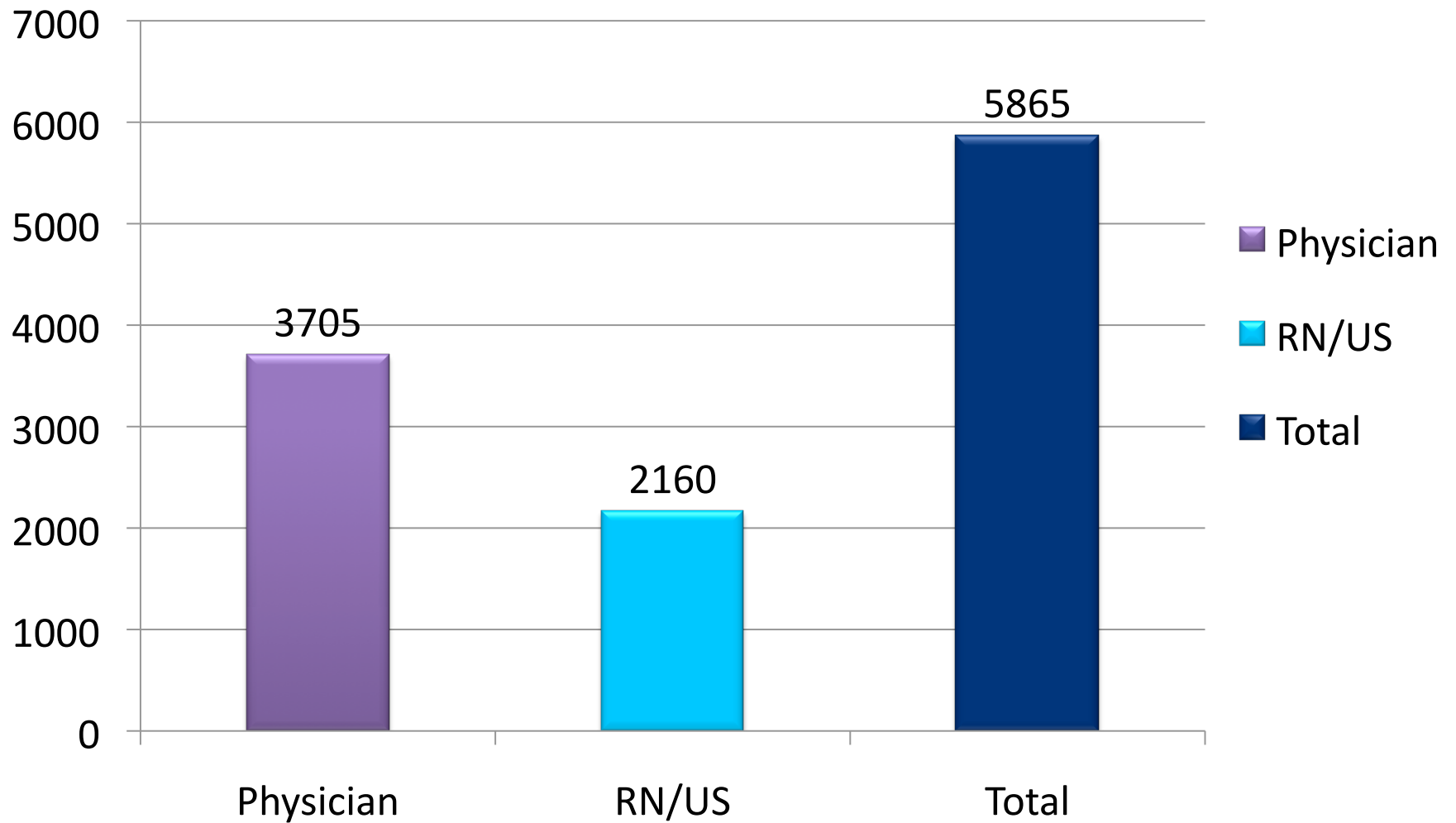
Patient Satisfaction

- The only operational metric that matters
- "The patient doesn't care how much you know unless they know how much you care"
  - Adapted from Damon Richards
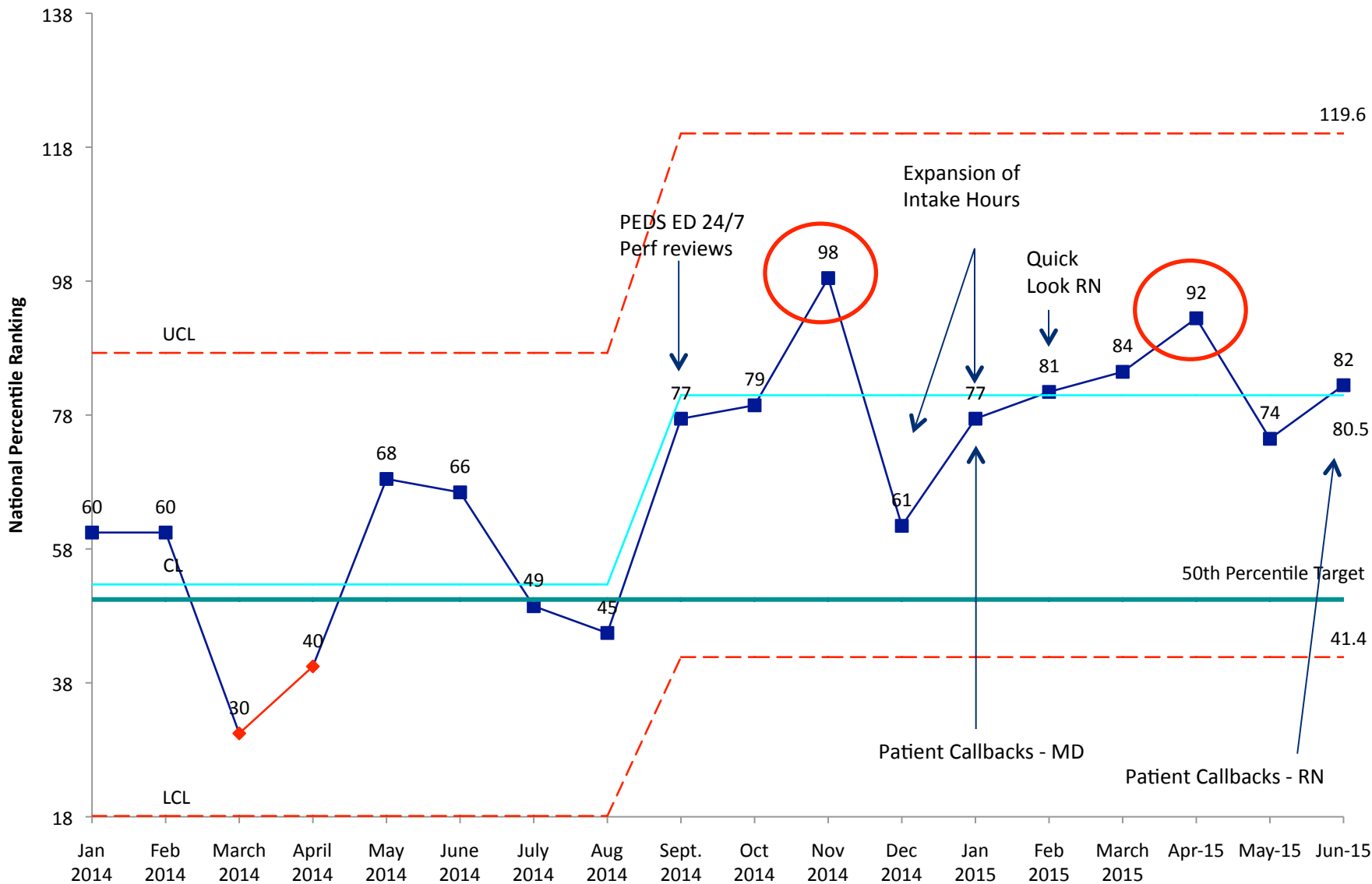- Increase compliance
- Increase physician satisfaction

Patient Experience—HCAHPS

- Patient callback program: Setting the culture
  - Dr. Jay Kaplan Grand Rounds University of Maryland Sept 2014
  - Trial with nonmedical personnel: Sept–Dec 2014
  - Physician callbacks: Jan 2015
  - RN callbacks: June 2015

Patient Callbacks Jan-July 2015

UCMC ED HCAHPS Percentile Ranking

National Percentile Ranking

138
118
98
78
58
38
18

UCL
CL
LCL

119.6
80.5
41.4

50th Percentile Target

PEDS ED 24/7
Perf reviews

Expansion of
Intake Hours

Quick
Look RN

Patient Callbacks - MD

Patient Callbacks - RN

60 60 30 40 68 66 49 45 77 79 98 61 77 81 84 92 74 82

Jan 2014 | Feb 2014 | March 2014 | April 2014 | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept. 2014 | Oct 2014 | Nov 2014 | Dec 2014 | Jan 2015 | Feb 2015 | March 2015 | Apr-15 | May-15 | Jun-15

Future Goals and Initiatives

- Telehealth expansion: SNF and urgent care
- 90th percentile HCAHPS
- Evidenced based tools to decrease clinical variation and thus decrease cost/utilization
  - Real-time feedback

FORERUN™

Forerun™ EDOptimizer℠

Category	Metric		Jun 2015	6 Mos Trend	6 Month Avg
Utilization click here	Average Visits Per Day	D	182	⬆	175
	ED Admission %	D	23.90%	⬇	26.84%
	LWBS %	D	1.76%	⬆	1.35%
Patient Process Flow click here	Median Door to Room	D	21	⬇	22
	Median Room to 1st Provider	D	20	⬆	16
	Median Door to 1st Provider	D	48	⬇	48
	Median 1st Provider to Decision	D	140	⬇	143
	Median Decision to Admit to Patient Transferred to Floor	D	66	⬇	67
	Median EDLOS Disch	D	183	⬇	202
	Median EDLOS Admit	D	345	⬆	344