

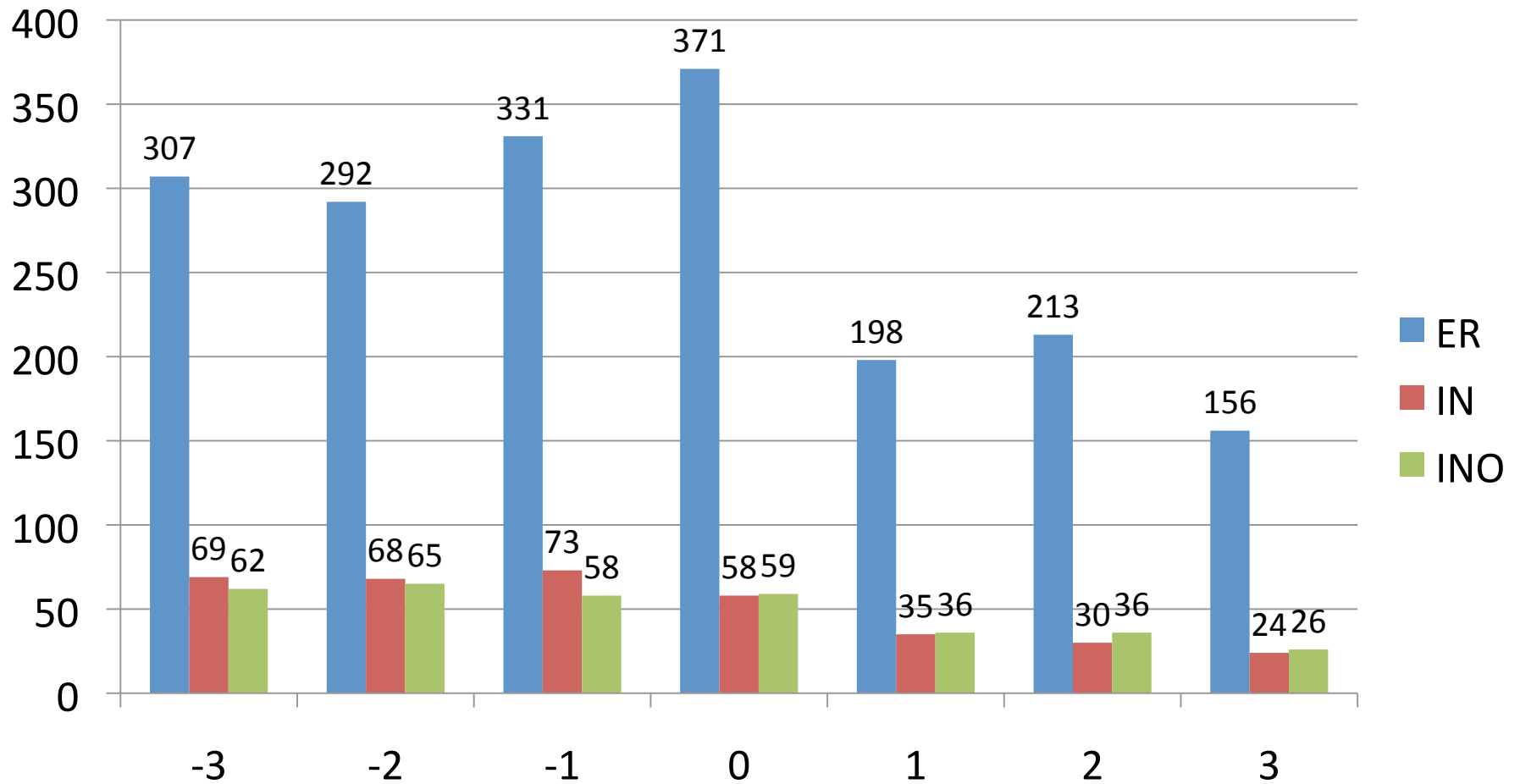
Emergency Department Innovations: Pop Health/Pt Sat

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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

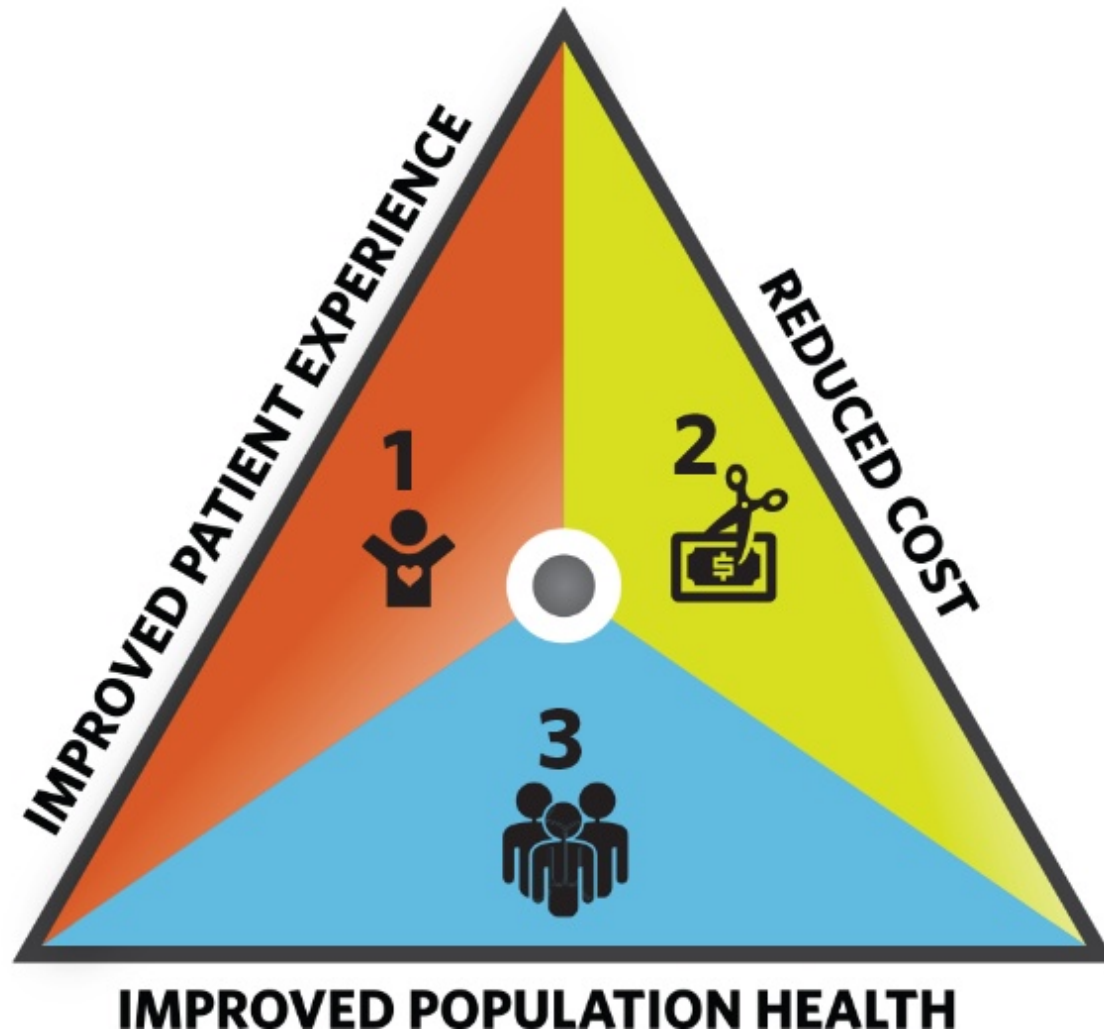
- Modified TIMI score to select patient population:
 - Age <65
 - 2 or fewer CAD Risk Factors
 - No Known CAD, >50% stenosis
 - 2 or fewer episodes of chest pain in past 24 hour
 - Normal EKG
 - Able to physically perform an exercise stress test

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



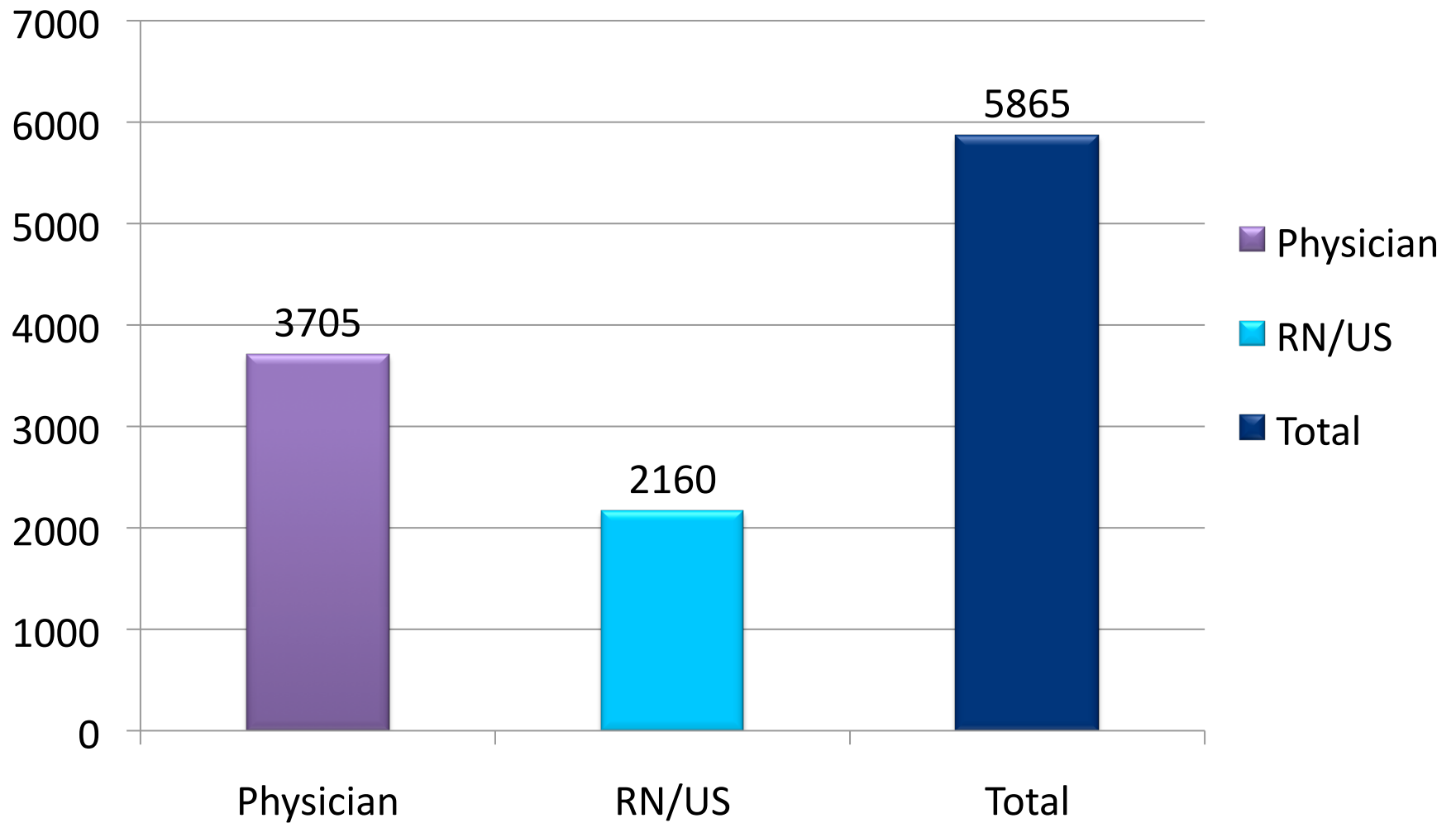
Patient Satisfaction

- 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

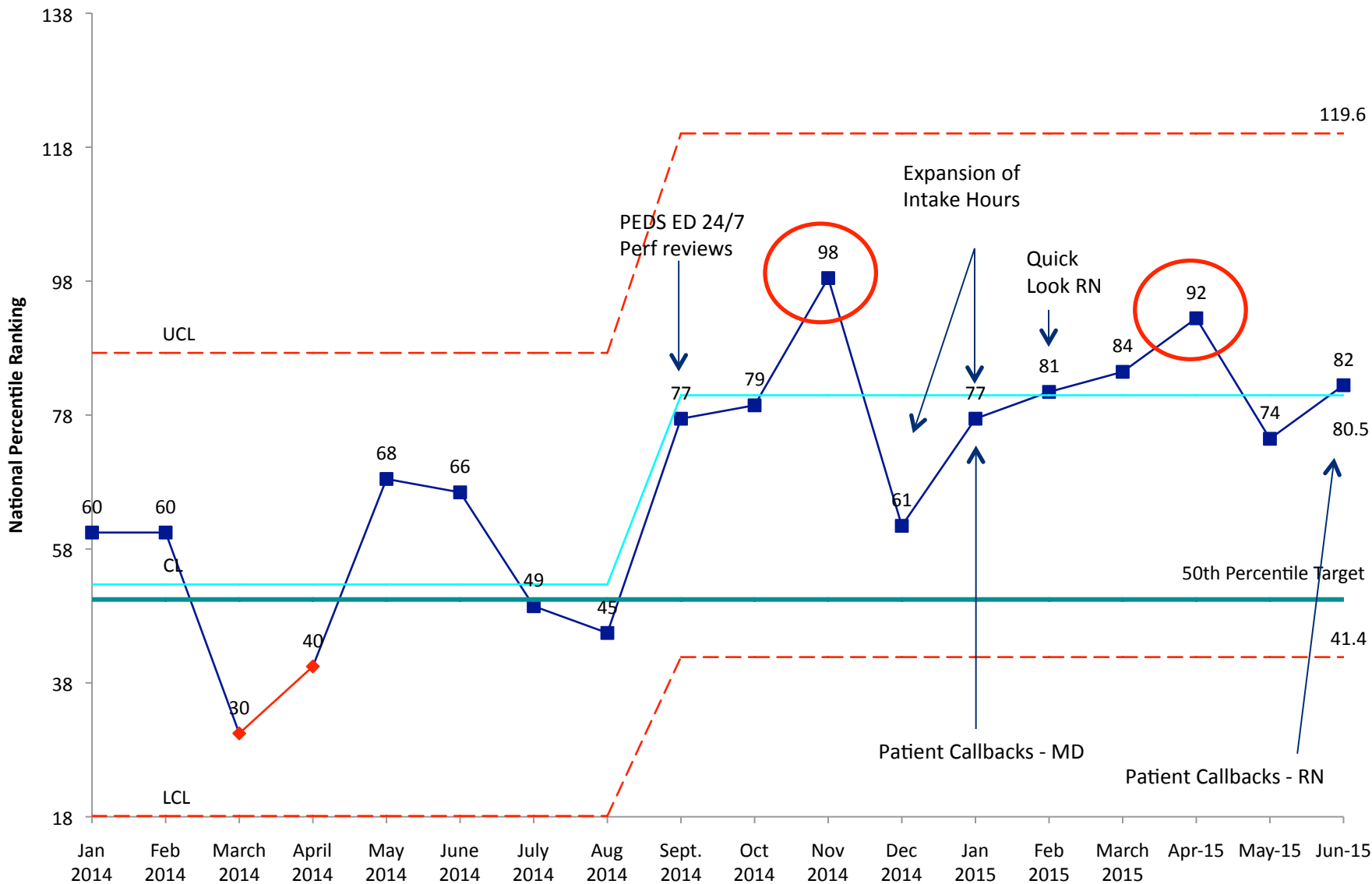
Patient Experience—HCAHPS

- 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



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



Category	Metric	D	ForeRun™ EDOptimizer™		
			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