Frequent Emergency Department Visit Notifications
New Functionality in the Healthix Portal *August 1, 2016*

Patients who repeatedly seek care in New York City's emergency rooms can now be identified and managed more effectively with the aid of health information exchange. Sometimes these patients have been to the ED 3-4-5 times within a 30-day period. With patient consent, Healthix is now able to send clinical event notifications (CENs) to clinicians and care managers when a patient registers at the Emergency Department. Intervention at the point of care helps to support better care coordination for these patients.

The real-time CEN service, was piloted in the ED at the Mount Sinai School of Medicine (See full presentation: Learn More), and is now available to all Healthix participant organizations. Healthix participant organizations are able to define the parameters for patients. The time frame or number of visits is configurable, and enables the participant organization to receive a notification any time their patient meets the criteria.

(Here are some facts from Dr. Shapiro's presentation)

Detecting High Emergency Department (ED) Utilizers in Real-Time

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FREQUENT ED USERS:

- ≥ 4 visits per year most common definition

- 4.5-8% of all ED pts

- But, account for 21-28% of visits

- More social, psychiatric & substance abuse issues

- Sicker with higher acuity and more complex conditions

- Admitted more frequently

- Incur higher costs

- Have higher mortality rates

- Not typically uninsured, but "underinsured"

- Often do not limit themselves to a single institution
- Data from 10 EDs participating in NYCLIX (6/10 – 5/11):
  - 920,507 ED visits by 591,632 patients
  - Looked at ED "super users" (≥ 4 visits in 30 days)
  - 4,785 pts (site-spec data) □ 5,756 (HIE-wide data)
  - 45,771 visits (site-spec data) □ 53,031 (HIE-wide data)

HEALTHIX DATA
OF PATIENTS WHO WENT TO ED
(MAR. 1, 2009 – FEB. 28, 2014)

# of sites visited	# of pts	# of sites visited	# of pts
≥ 1	3,704,342	≥ 15	38
≥ 2	436,887	≥ 16	32
≥ 3	69,779	≥ 17	24
≥ 4	15,021	≥ 18	18
≥ 5	4,651	≥ 19	12
≥ 6	1,939	≥ 20	11
≥ 7	966	≥ 21	8
≥ 8	499	≥ 22	5
≥ 9	310	≥ 23	4
≥ 10	205	≥ 24	3
≥ 11	143	≥ 25	2
≥ 12	97	29	1
≥ 13	70		
≥ 14	50		

CROSS OVER OF PATIENTS BETWEEN DIFFERENT FACILITIES

New York City[1]

Bronx Medicaid managed care program: 30% of ED visits outside member's primary hospital

Queens Medicaid health plan: 21% of ED visits outside member's primary hospital