

Leveraging Analytics to Reduce ED Revisits and Improve Patient Outcomes

EMERGENCY





Problem

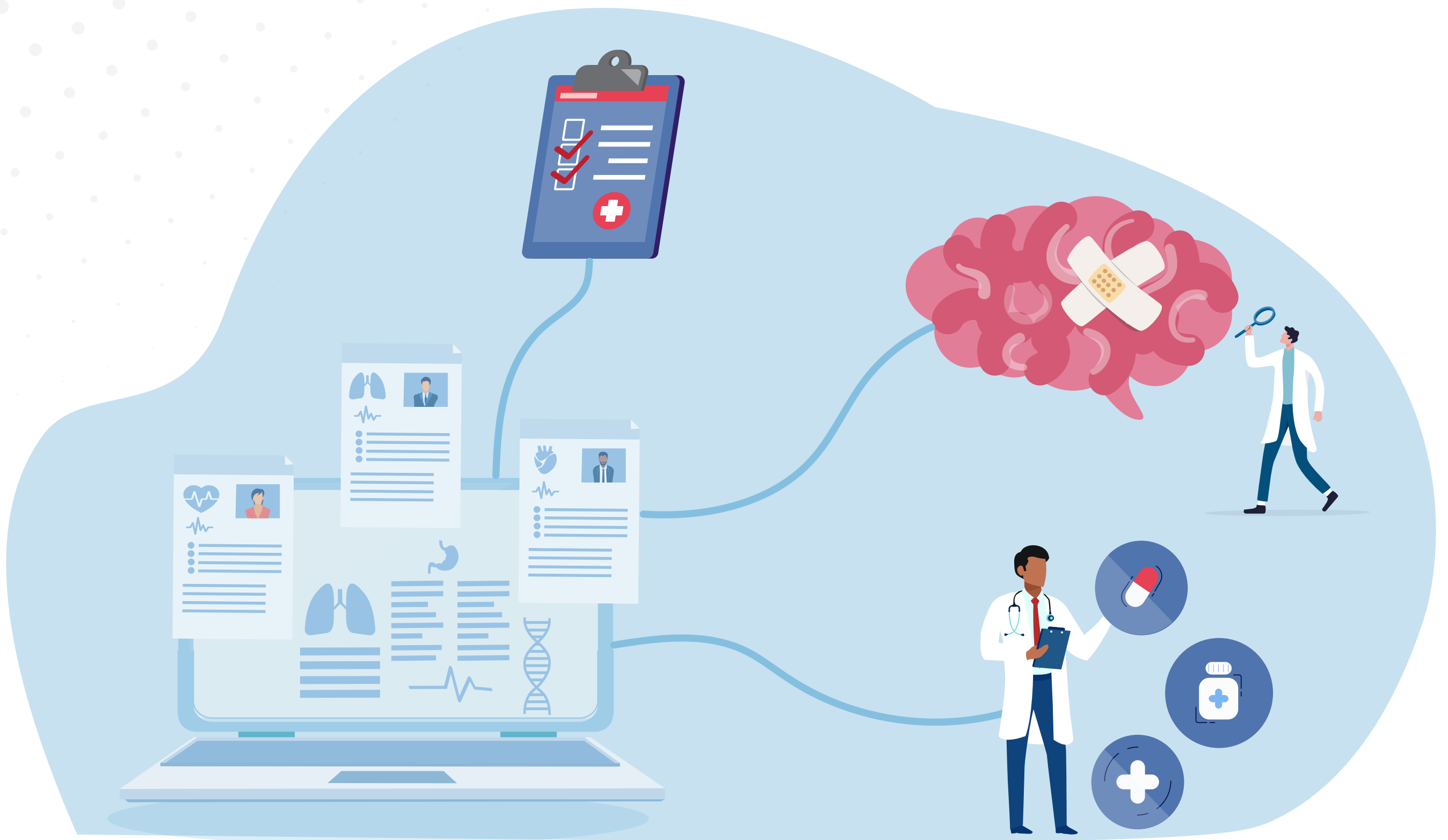
Unnecessary ED visits can lead to increased healthcare costs, patient dissatisfaction, and delays in critical care. In particular patients with mental health diagnoses often have high rates of ED visits due to factors such as medication management issues, crises, and lack of access to appropriate care.





Solution

Utilize analytics to identify patients who frequently visit the ED, including those with mental health diagnoses, develop interventions to address underlying causes, and improve care coordination.





Data

- Patient demographics
- Clinical and claims data including ED visits, follow-up visits, diagnoses and procedures
- Primary care providers and clinics
- Appointment history and future scheduling
- Claims data on out-of-network ED visits



Reports

- Track ED revisit rates
- Identify follow-up visits
- Identify patients who are high-utilizers of ED
- Identify EDs and clinics with high revisit rates
- Measure the effectiveness of interventions to reduce ED revisits



Clinical and Administrative Decision Making

Clinical

Develop strategies to manage high-priorit conditions such as mental health diagnoses and prevent avoidable ED visits, improve care coordination and provide timely follow-up care.

Administrative

Allocate resources to support primary care and mental health care, develop after-hours care options, and monitor ED visit rates.





Expected Outcomes

- Reduced ED visit rates, particularly for high utilizers & patients with mental health diagnoses
- Improved patient satisfaction and quality of care
- Enhanced care coordination and access to primary care services.
- Lower healthcare costs associated with ED visits.





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