

**PROBLEM**

- In the United States, just 5% of patients account for 50% of healthcare costs.<sup>1,2</sup>
- A majority of these patients have multiple chronic diseases complicated by social determinants of health that would benefit from close care coordination.<sup>3,4,5</sup>
- This unmet need leads to high utilization and cost, poor outcomes, and dissatisfaction with care.<sup>6,7</sup>

**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.



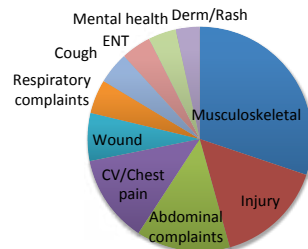
**DATA & ANALYSIS**

Individual Patients Seen at EPCC from 12/28/2014 – 12/27/2015 N=683
Total EPCC patient encounters generating a SOAP note =5428
Identified High Risk patients n=290
From this sample patients were classified:

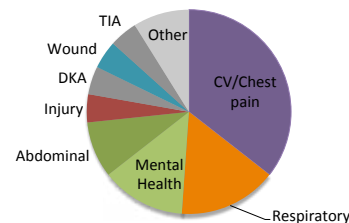
<b>Potential Super Utilizers:</b> Patients with ≤6 EPCC visits OR ≤2 ED visits n=73 (11%)
Accounted for: <b>5% (275) of total encounters</b> <b>38 ED visits resulting in 2 admits</b>
55% Female Mean age 46 (24-65) 12 are uninsured 3 are dual eligible

<b>Super Utilizers:</b> Patients with >6 EPCC visits OR >2 ED visits n=216 (32%)
Accounted for: <b>53% (2,895) of total encounters</b> <b>408 ED visits resulting in 43 admits</b>
65% Female Mean age 49 (20-69) 20 are uninsured 7 are dual eligible

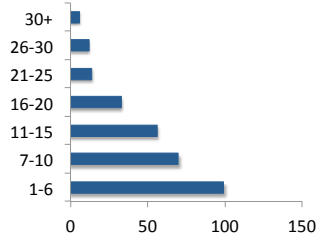
**Top 10 reasons for ED visits**



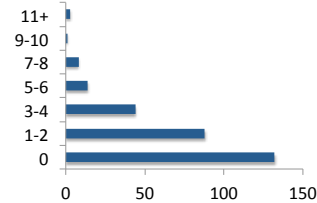
**Reason for admission**



**# of EPCC SOAP/patient**



**# of ED visits/patient**



**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

