

# Frequent Flyers: Stellar Strategies for Hospital Super-Utilizers

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# Disclosure Information

- No Conflict of Interest or Financial Disclosures

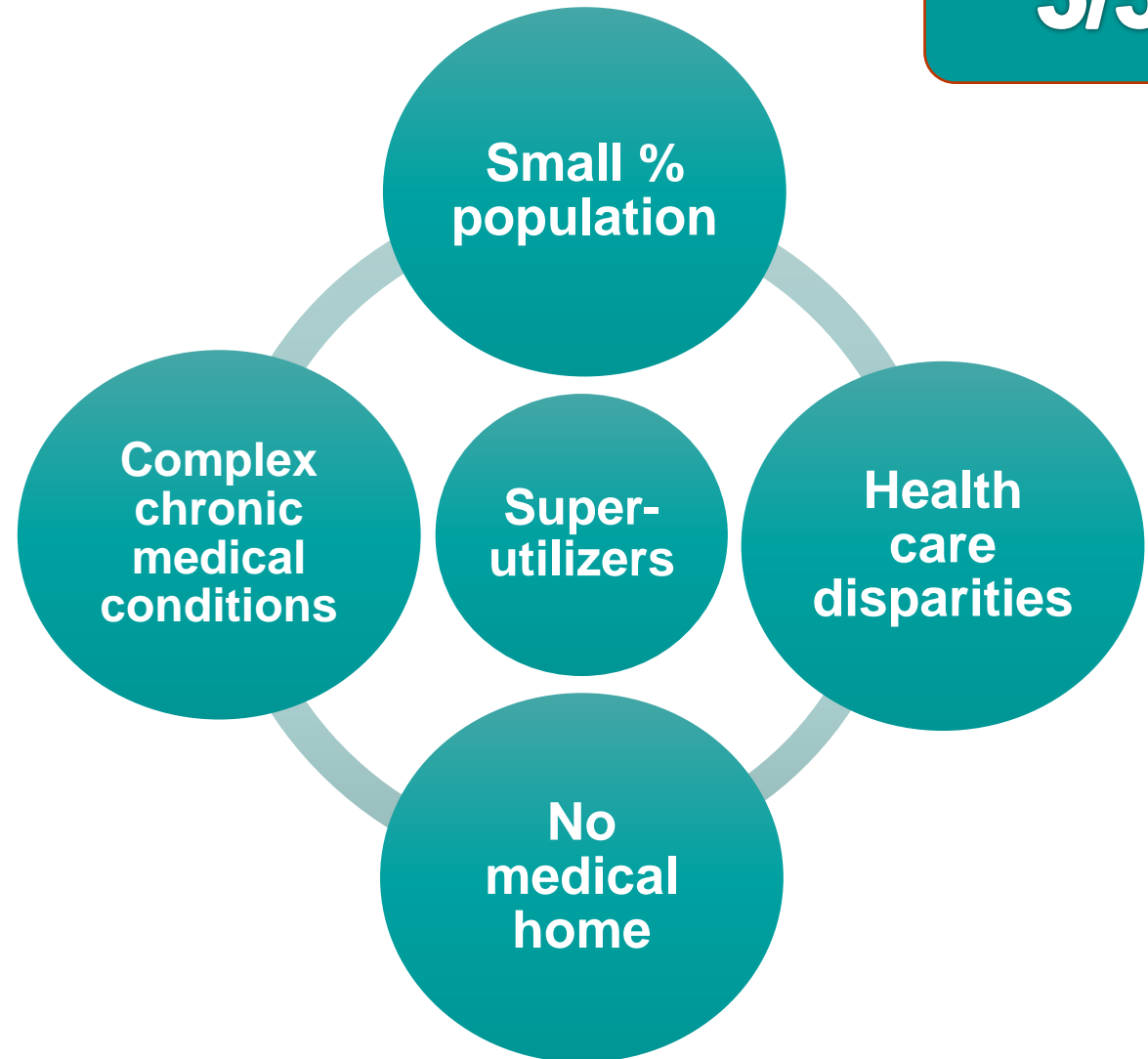


# Learning Objectives

- Identify Emergency Department (ED) super-utilizers
- Discuss the methods employed to create a Community Coordination Care Team (CCCT)
- Explain the strategies to decrease ED visits and subsequent hospitalizations among ED super-utilizers

# Who are Super-Utilizers?

5/50



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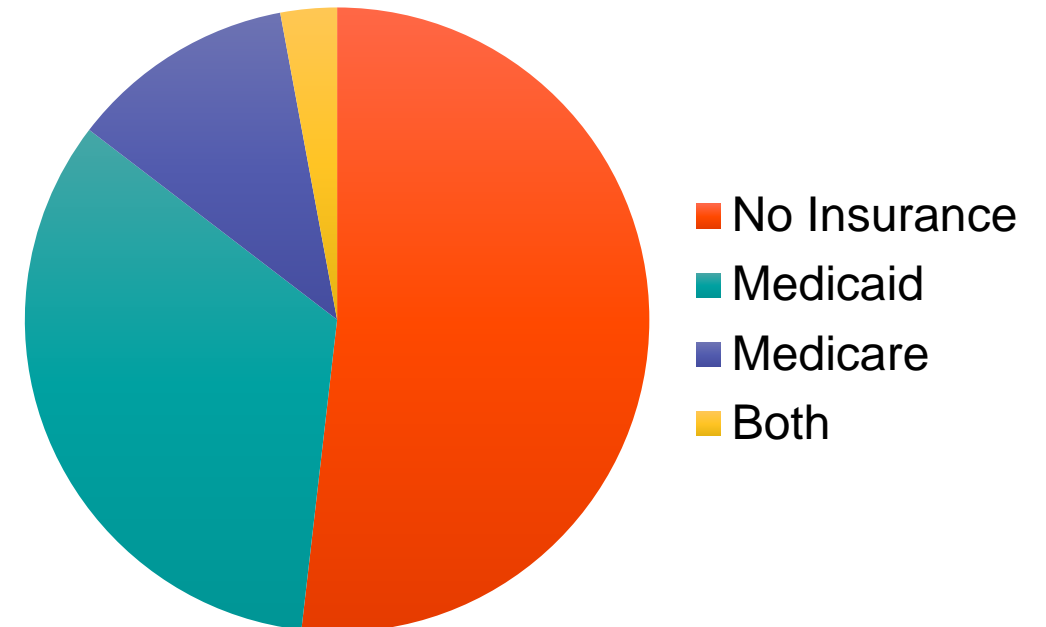
**3-10 ED VISITS PER YR**



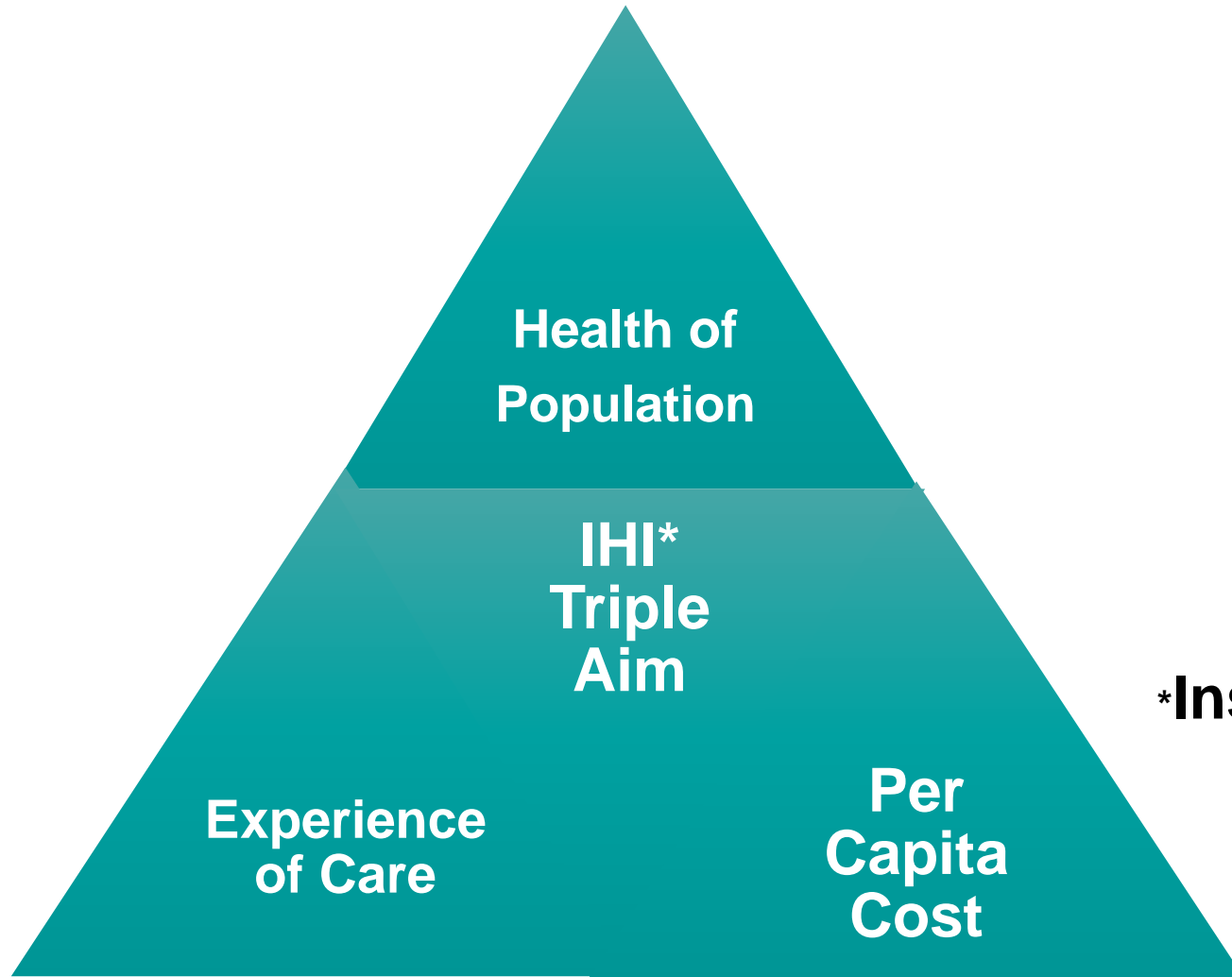
# How to Identify Super-Utilizers

- Who is utilizing your ED?
  - EMR Flags/Visits per year
  - Physician/Nurse/CM Referrals
- Insurance status?
  - 14% 27 million uninsured in US
- What are their health care disparities & disease population?

**Insurance Status**  
**5/50 Program Patients**



# Why does this Issue Need to be Addressed?



**\*Institute for Healthcare Improvement**

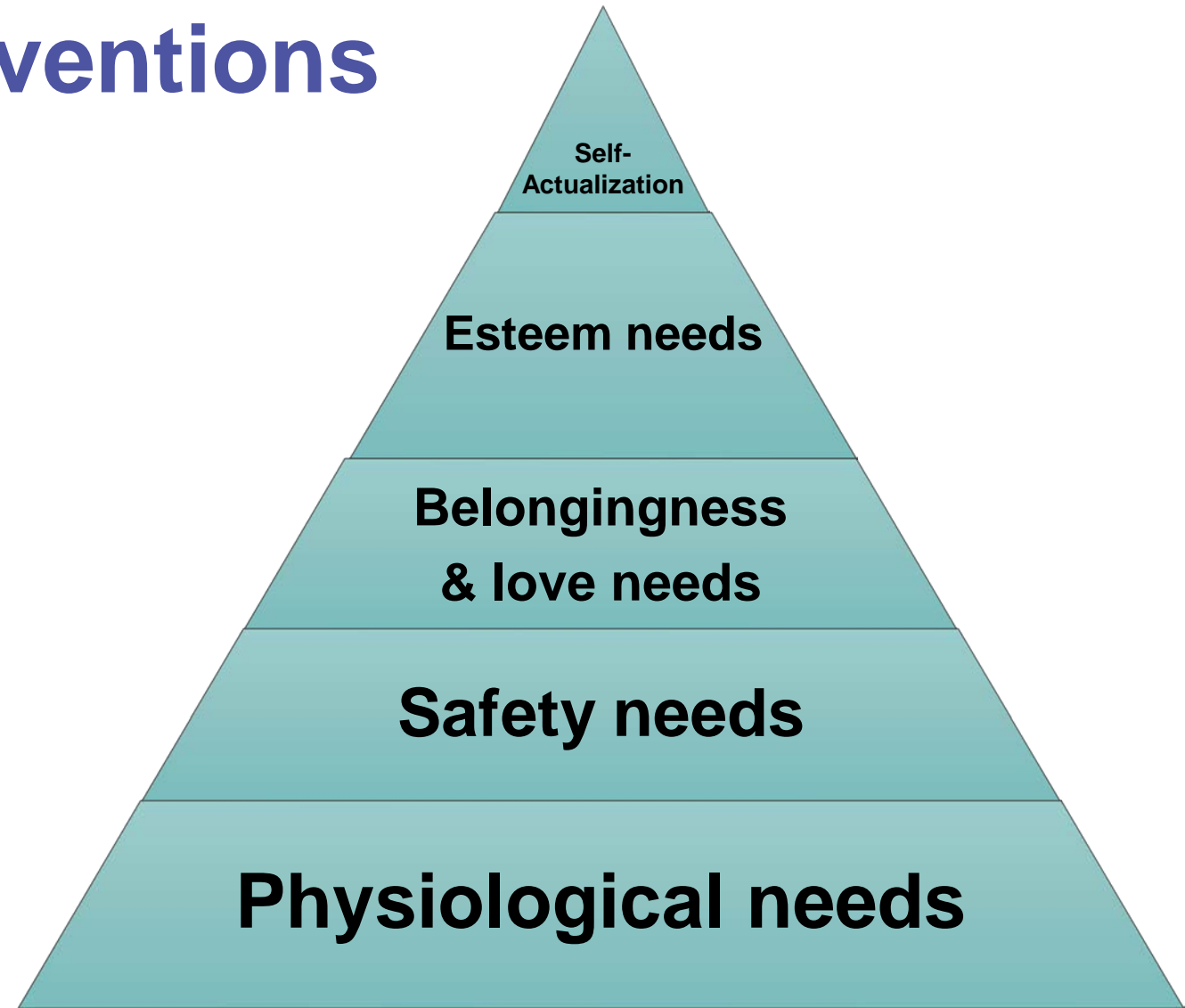
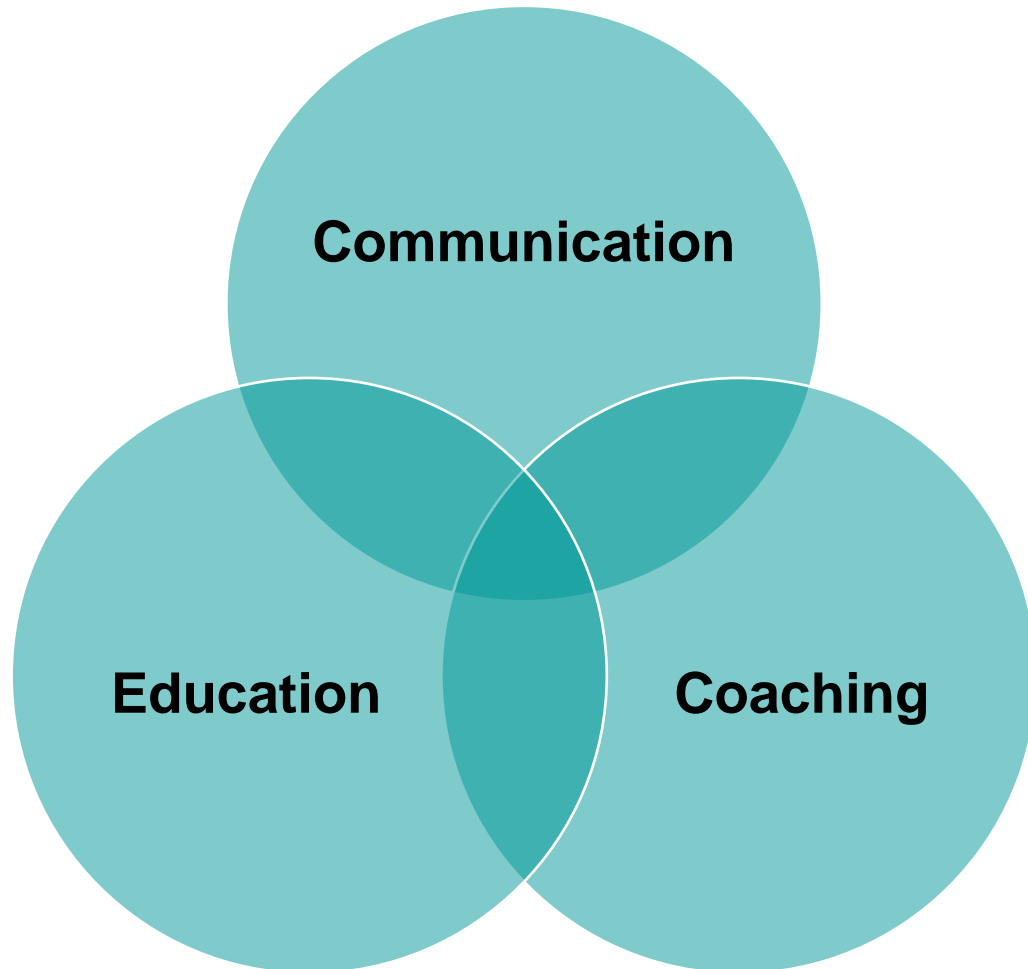
# What is a Community Care Coordination Team?

- INTEGRIS CCC Team
  - 1 ARNP, 1 RN, 2 Social Workers/Behaviorist/Counselor
  - 1 Bilingual Community Health Worker
- Key Community Partners
  - Homeless Shelters
  - Health Department
  - Regional Food Bank
  - Local Transportation Services
  - Nursing Homes
  - Free/Low Cost Clinics
  - Mental Health Services
  - Police Department Homeless Outreach Team
  - Paramedics





# CCC Team Interventions



**Maslow's Hierarchy of Needs**

# CCC Team Strategies

- Interdisciplinary care team meeting
  - Establish expectations
  - Individual care plans
    - Approach to meet the specific needs
    - Establish PCP home
    - Caregivers all on the same page
- TIME with patient
  - Patient contract
  - Patient's goals
  - Establish boundaries / set ground rules
- Electronic Medical Record documentation



# CCC Team Strategies

- Patient Healthcare Disparities
  - Lack of Income, Housing, Transportation, Medical Supplies
- Other Social Barriers
  - Mental Illness
  - Substance Abuse/Addiction
- Resources to Address Needs
  - Medications & Management
  - Counseling/Mental Health Services
  - Wound Care
  - Medical Supplies
  - Transportation Services
  - Discretionary Funds from Donations

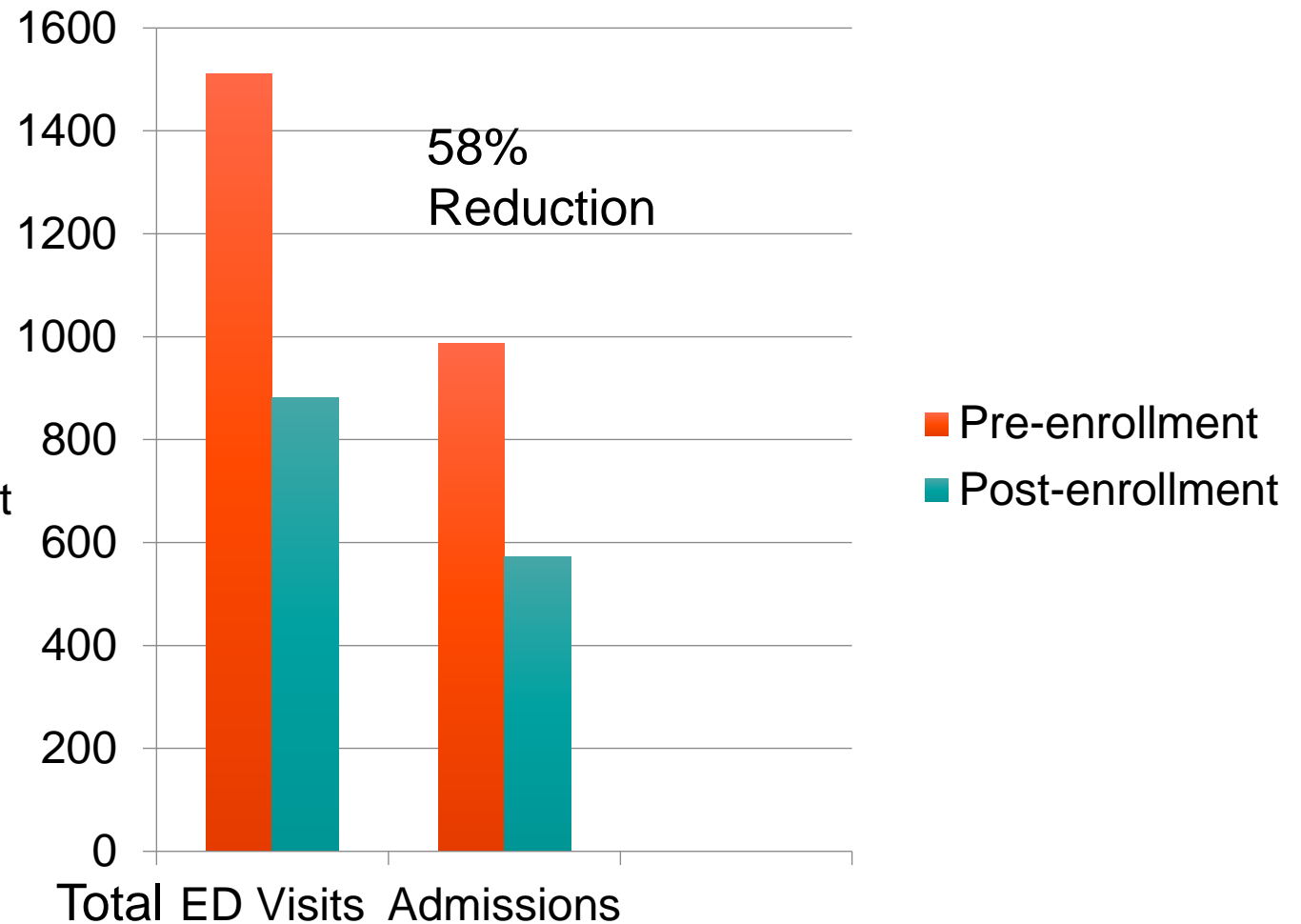
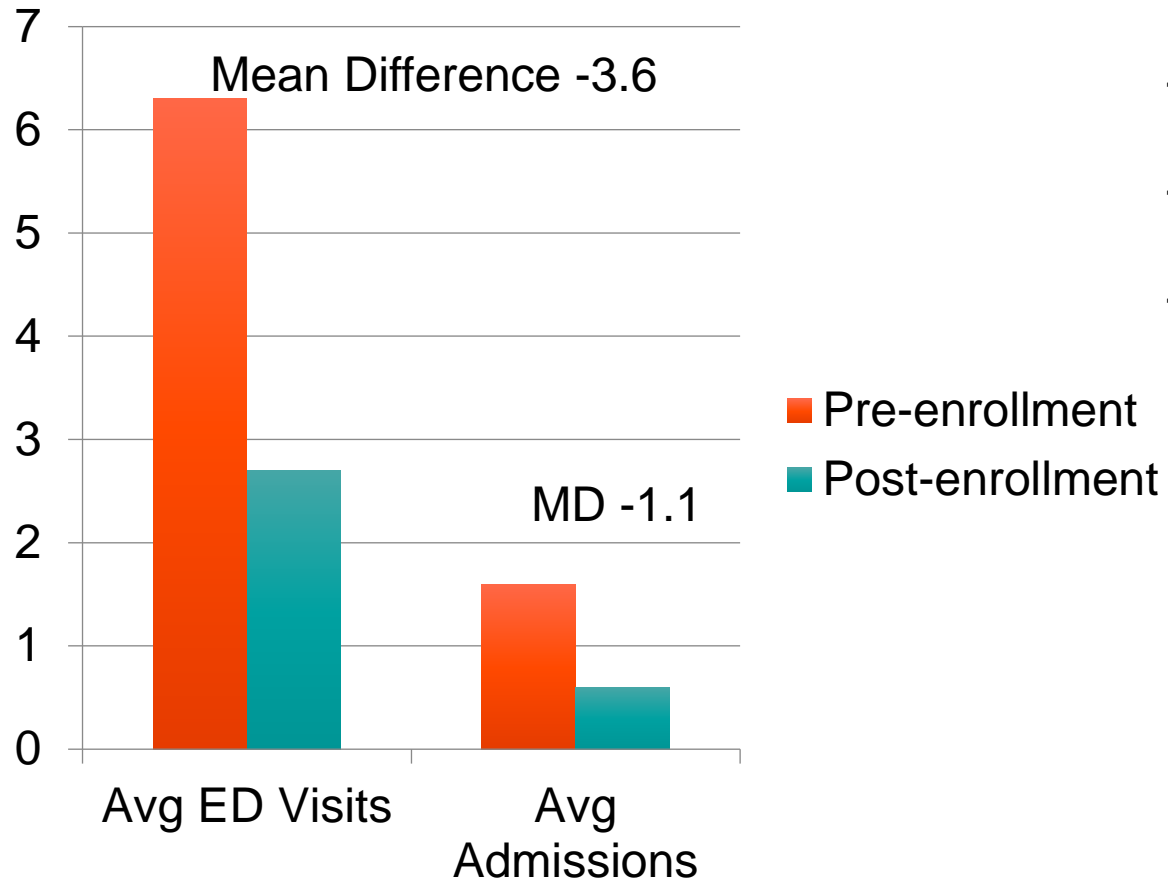


# Former Super-Utilizer Patient Success Stories

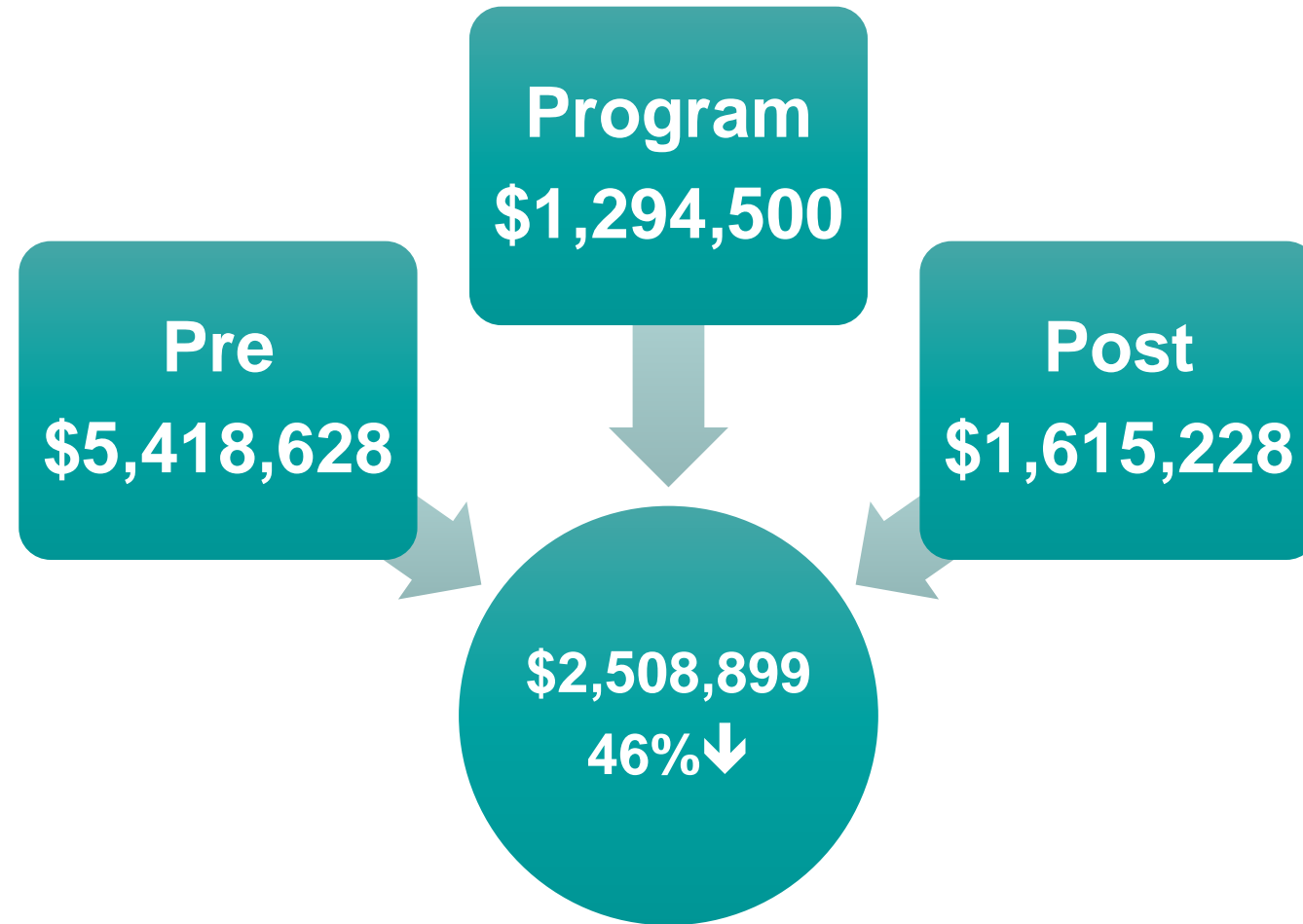
- Elderly patient with multiple admissions for chest pain
  - CCC Team home visit discovered cause of chest pain was leaky faucet
- 30 year old patient with Type I diabetes with multiple admissions for DKA
  - Father of 4 children
  - Creative non-adherence to insulin regime



# 5/50 Program Outcomes



# Cost Benefit Analysis

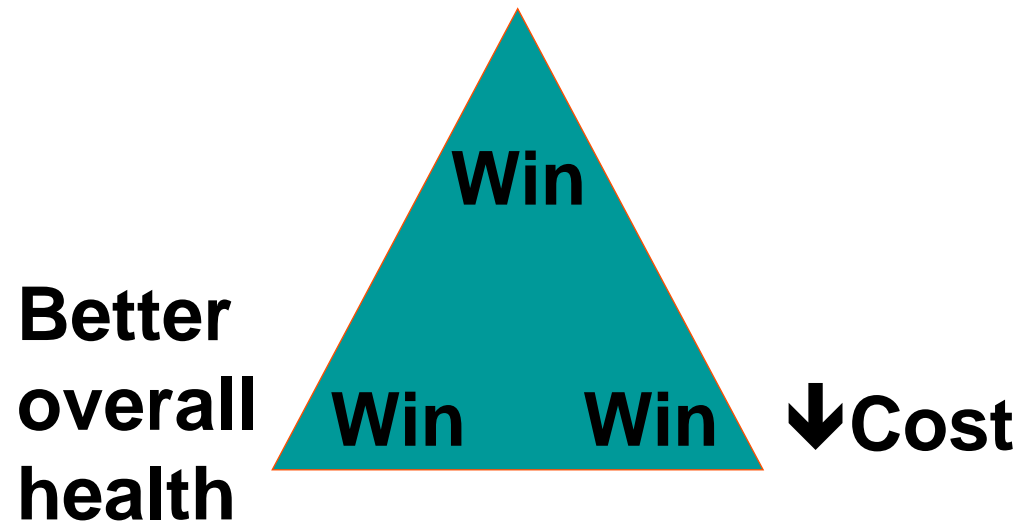


Overall Cost Avoidance

# Take Home Points

- Definition of Super-utilizer
  - Patients with complex healthcare needs consuming large % of costs
- 5/50 Program-Community Care Coordination Team: Bridges gaps
  - Development of similar programs at smaller/rural INTEGRIS hospitals

**Better individual care**



# Huge THANK YOU to Our CCC Team!



Additional  
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# Questions?

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