

# Emergency Department High Utilizer Overview



# HEDIS Results ED Visits (Ambulatory Care)\*

CalendarYear**	Pediatric Visits	Visits per 1,000 Members Months	Pediatric % Change	Adult Visits	Visits per 1,000 Members Months	Adult % Change	Total Visits	Member Months	Visits per 1,000 Member Months	% Change
2012 Baseline Year	209,907	56.96	N/A	335,966	106.19	N/A	545,873	6,849,106	79.70	N/A
2013	210,166	55.98	-1.72%	347,520	104.17	-1.91%	557,686	7,090,685	78.65	-1.31%
2014	217,154	54.22	-3.15%	387,247	89.62	-13.97%	604,401	8,326,448	72.59	-7.71%

- Overall decline in ED visits from 2012 to 2013 was approximately 1.32%
- Adult ED visits decreased by 1.91% while Pediatric ED visits decreased by 1.72%
- Based on preliminary HEDIS results for 2014, there was a 7.71% reduction in ED visits compared to 2013

\* Excludes behavioral health visits, dual eligible and limited benefit members

\*\* All years reflect Calendar Year

# ED High Utilizers

- Criteria includes Husky Health Members with 10 or more annual visits to the ED (frequent utilizers)
- Frequent users represent a small percentage of all ED patients but a disproportionate share of visits.
- Frequent users account for approximately 1.7% of the members with an ED visit but 11.1% of the medical visits to the ED.\*

\* Excludes dual eligible and limited benefit members

# ED High Utilizers – Medical Conditions

- These reports summarize the prevalence of conditions as defined by The Johns Hopkins ACG System.
- The conditions are organized into Expanded Diagnosis Clusters (EDCs). EDCs are a tool for easily identifying members with a specific disease or condition. The EDC methodology assigns diagnosis codes found in claims or encounter data to one of 269 categories.
- In addition EDCs are placed into 27 broader categories called Major Expanded Diagnosis Clusters (MEDCs).
- Claims are not specific to the ED visit, rather the EDC information is based on diagnosis from all claims incurred during CY 2013.
- Members can have more than one MEDC or EDC.

# ED High Utilizers – MEDC's

MEDC's for Frequent ED Users (10+ ED visits during CY2013)

Source: CareAnalyzer CY2013 Refreshed Nov. 2014

Note: MEDC's are not specific to the ED visit, rather the MEDCs are based on diagnosis from all claims during CY2013

Excludes Duals

MEDC Code	MEDC Description	# Members	% of Total Members (N=4,349)
ADM	Administrative	4,215	96.9%
ALL	Allergy	2,190	50.4%
CAR	Cardiovascular	2,559	58.8%
DEN	Dental	1,056	24.3%
EAR	Ear, Nose, Throat	2,351	54.1%
END	Endocrine	1,214	27.9%
EYE	Eye	1,974	45.4%
FRE	Female Reproductive	1,714	39.4%
GAS	Gastrointestinal/Hepatic	2,966	68.2%
GSI	General Signs and Symptoms	4,051	93.1%
GSU	General Surgery	3,419	78.6%
GTC	Genetic	236	5.4%
GUR	Genito-urinary	2,048	47.1%
HEM	Hematologic	1,018	23.4%
INF	Infections	1,686	38.8%
MAL	Malignancies	132	3.0%
MUS	Musculoskeletal	3,916	90.0%
NEW	Neonatal	29	0.7%
NUR	Neurologic	3,357	77.2%
NUT	Nutrition	1,430	32.9%
PSY	Psychosocial	3,908	89.9%
REC	Reconstructive	1,146	26.4%
REN	Renal	1,269	29.2%
RES	Respiratory	3,081	70.8%
RHU	Rheumatologic	568	13.1%
SKN	Skin	3,313	76.2%
TOX	Toxic Effects and Adverse Events	932	21.4%

# MEDC's & EDC's for Frequent ED Users

- 90% of the high ED utilizers have an MEDC of Musculoskeletal; 62% of the members have an EDC of Low Back Pain and 47% have an EDC of Acute sprains and strains.
- 90% of the high ED utilizers have an MEDC of Psychosocial; 65% of members have an EDC of Anxiety, neuroses; 57% have an EDC of Substance use; and 55% have an EDC of Depression.
- 79% of the high ED utilizers have an MEDC of General Surgery; 65% of members have an EDC of Abdominal Pain.
- 77% of the high ED utilizers have an MEDC of Neurologic; 43% of members have an EDC of headache.

\* Excludes dual eligible and limited benefit members

# ED Visits for High Utilizers by Expanded Diagnosis Clusters (EDCs)

- This report summarizes the EDCs based on primary diagnosis on the claims specific to the ED visits during CY 2013.
- The most frequent EDC for ED visits for high ED Utilizers was anxiety at 10.1%. Overall, the MEDC of psychosocial issues accounted for 16% of the high ED utilizers visits. Within this MEDC, 3% of ED visits were due to substance abuse and 1% due to depression.
- The next most frequent reasons for ED visits for ED high utilizers were pain related. EDCs for abdominal, low back and chest pain combined account for 21% of the volume.
- 14% of the high ED utilizers' visits were attributed to musculoskeletal disorders; 7% were due to low back pain, 4% musculoskeletal signs and symptoms, and 3% were due to acute sprains and strains.
- 11% of the high ED utilizers' visits were attributed to General Surgery; 9% these visits were due to abdominal pain, 2% were due to non-fungal infections of skin and subcutaneous tissue.
- 8% of the high ED utilizers visits were attributed to General Signs and Symptoms; 5% of these ED visits were due to chest pain, 2% were due to nonspecific signs and symptoms and 1% were due to nausea, vomiting.

# ED High Utilizers –EDC's

ED Visits for High Utilizers by Expanded Diagnostic Clusters (EDCs)

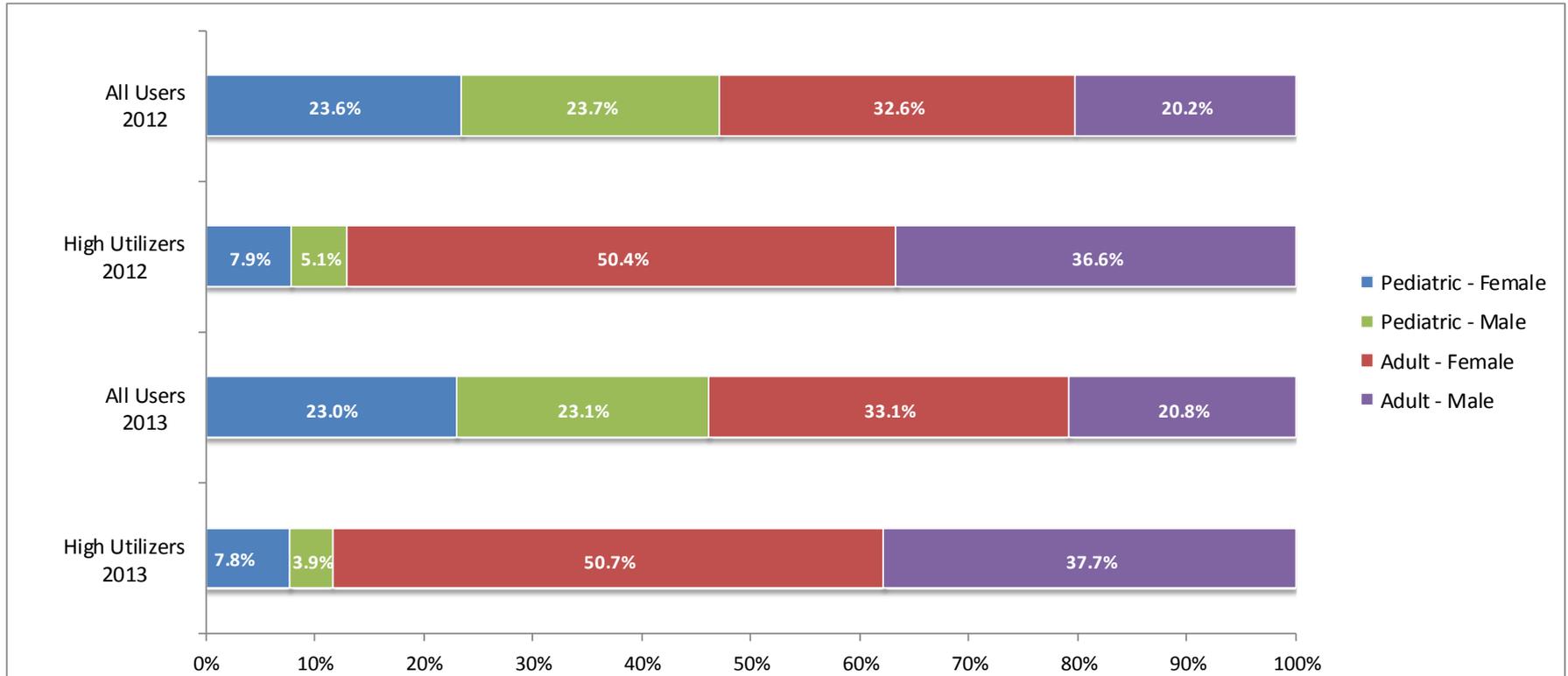
Source: PRI Reports CY 2013

Excludes Dual Eligible and Limited Benefit Members

EDC Code	EDC Description	# of ED Visits for High Utilizers	% of Total	Cumulative % of Total
PSY02	Anxiety, neuroses	7,620	10.1%	10.1%
GSU10	Abdominal pain	6,756	9.0%	19.1%
MUS14	Low back pain	5,619	7.5%	26.6%
GSI02	Chest pain	3,346	4.5%	31.1%
MUS01	Musculoskeletal signs and symptoms	2,913	3.9%	34.9%
SKN01	Contusions and abrasions	2,420	3.2%	38.2%
MUS02	Acute sprains and strains	2,304	3.1%	41.2%
DEN02	Disorders of teeth	2,051	2.7%	44.0%
PSY01	Substance use	1,949	2.6%	46.5%
GSI01	Nonspecific signs and symptoms	1,676	2.2%	48.8%
ADM05	Administrative concerns and non-specific lab abnormalities	1,675	2.2%	51.0%
NUR02	Headaches	1,621	2.2%	53.2%
EAR11	Acute upper respiratory tract infection	1,611	2.1%	55.3%
ALL04	Asthma, w/o status asthmaticus	1,568	2.1%	57.4%
GSU09	Nonfungal infections of skin and subcutaneous tissue	1,421	1.9%	59.3%
NUR22	Migraines	1,419	1.9%	61.2%
RES02	Acute lower respiratory tract infection	1,234	1.6%	62.8%
GUR08	Urinary tract infections	1,199	1.6%	64.4%
GSI05	Nausea, vomiting	1,036	1.4%	65.8%
PSY09	Depression	1,007	1.3%	67.1%
FRE04	Pregnancy and delivery with complications	954	1.3%	68.4%

# ED High Utilizers vs. All ED Users

## Age and Gender\*



- In 2013, 88% of ED High Utilizers were predominately adults; while adults only represent 53% of the entire ED Utilizer population.
- Greater than 50% of ED High Utilizers were adult females. Adult females only represent 33% of the entire ED Utilizer population in 2013.

\* Excludes dual eligible and limited benefit members

# ED Visits for High Utilizers by EDCs and Age

ED Visits for High Utilizers by Expanded Diagnostic Clusters (EDCs) and Age

Source: PRI Reports CY 2013

Excludes Dual Eligible and Limited Benefit Members

EDC Code	EDC Description	# of ED Visits for High Utilizers	Pediatric	Adult
PSY02	Anxiety, neuroses	7,620	0.9%	99.1%
GSU10	Abdominal pain	6,756	7.4%	92.6%
MUS14	Low back pain	5,619	1.9%	98.1%
GSI02	Chest pain	3,346	4.6%	95.4%
MUS01	Musculoskeletal signs and symptoms	2,913	9.4%	90.6%
SKN01	Contusions and abrasions	2,420	11.6%	88.4%
MUS02	Acute sprains and strains	2,304	9.4%	90.6%
DEN02	Disorders of teeth	2,051	2.0%	98.0%
PSY01	Substance use	1,949	13.9%	86.1%
GSI01	Nonspecific signs and symptoms	1,676	3.8%	96.2%
ADM05	Administrative concerns and non-specific lab abnormalities	1,675	7.5%	92.5%
NUR02	Headaches	1,621	6.4%	93.6%
EAR11	Acute upper respiratory tract infection	1,611	31.2%	68.8%
ALL04	Asthma, w/o status asthmaticus	1,568	16.8%	83.2%
GSU09	Nonfungal infections of skin and subcutaneous tissue	1,421	0.4%	99.6%
NUR22	Migraines	1,419	15.4%	84.6%

- Most prevalent EDCs for pediatric high ED utilizers
  - Acute respiratory tract infection 31.2%
  - Nausea, vomiting 20.7%
  - Pregnancy complications 19.7%
  - Asthma w/o status asthmaticus 16.8%
  
- Most prevalent EDCs for adult high ED utilizers
  - Non-fungal infections of skin and subcutaneous tissue 99.6%
  - Anxiety 99.1%
  - Low back pain 98.1%
  - Disorders of the teeth 98.0%

# ED Visits for High Utilizers By Gender

ED Visits for High Utilizers by Expanded Diagnostic Clusters (EDCs) and Gender

Source: PRI Reports CY 2013

Excludes Dual Eligible and Limited Benefit Members

EDC Code	EDC Description	# of ED Visits for High Utilizers	% Female	% Male
PSY02	Anxiety, neuroses	7,620	22%	78%
GSU10	Abdominal pain	6,756	71%	29%
MUS14	Low back pain	5,619	51%	49%
GSI02	Chest pain	3,346	49%	51%
MUS01	Musculoskeletal signs and symptoms	2,913	52%	48%
SKN01	Contusions and abrasions	2,420	54%	46%
MUS02	Acute sprains and strains	2,304	59%	41%
DEN02	Disorders of teeth	2,051	56%	44%
PSY01	Substance use	1,949	60%	40%
GSI01	Nonspecific signs and symptoms	1,676	50%	50%
ADM05	Administrative concerns and non-specific lab abnormalities	1,675	44%	56%
NUR02	Headaches	1,621	80%	20%
EAR11	Acute upper respiratory tract infection	1,611	69%	31%
ALL04	Asthma, w/o status asthmaticus	1,568	54%	46%
GSU09	Nonfungal infections of skin and subcutaneous tissue	1,421	58%	42%
NUR22	Migraines	1,419	89%	11%
RES02	Acute lower respiratory tract infection	1,234	64%	36%
GUR08	Urinary tract infections	1,199	89%	11%

- 78% of ED visits for high utilizers with an EDC of anxiety were male
- Females incurred greater than 70% of the high utilizer ED visits for migraines, headaches, urinary tract infections, and abdominal pain

# ED High Utilizers By Program

## ED Visits for High Utilizers by Program

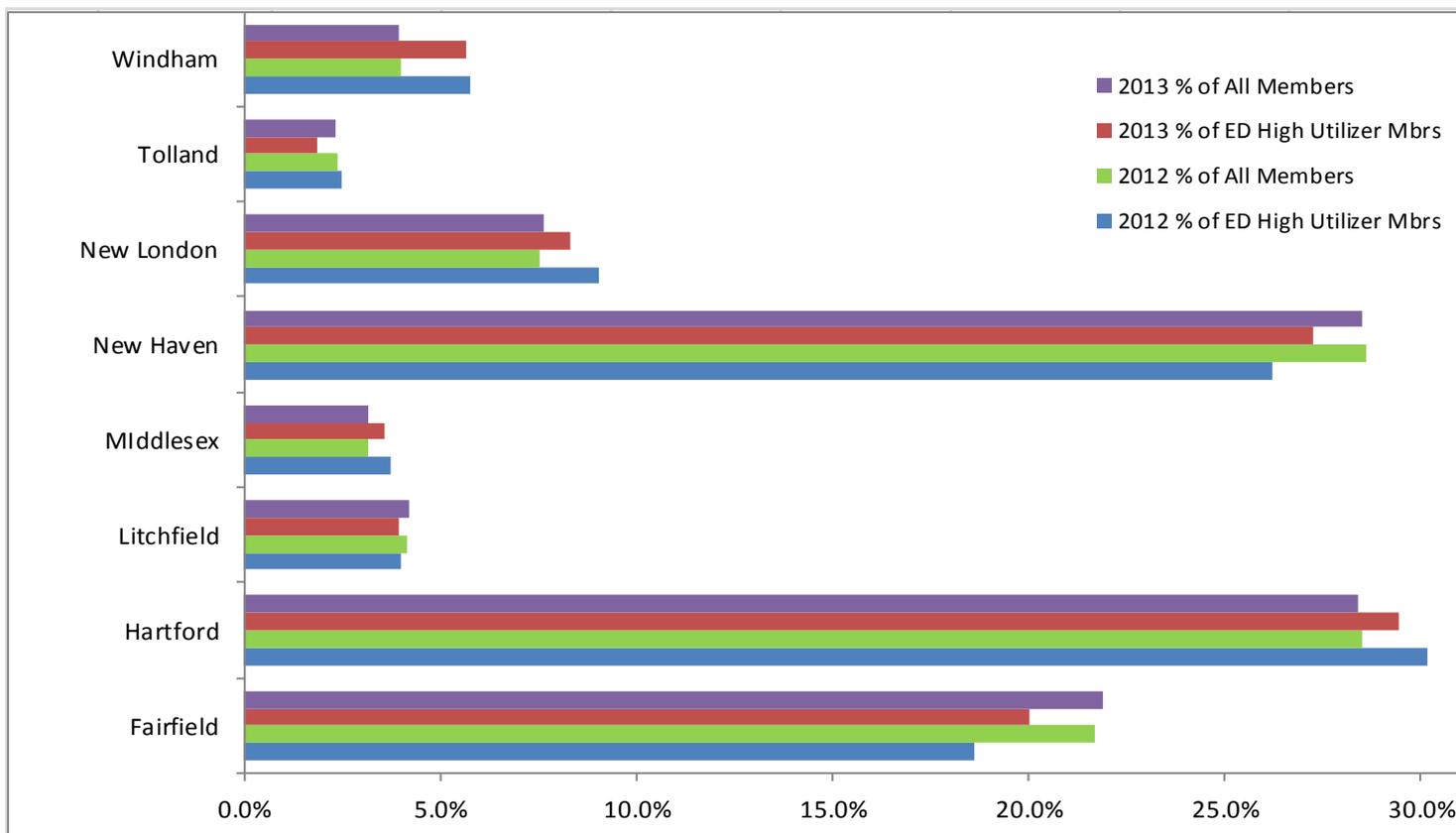
Source: PRI Reports CY 2013

Excludes Dual Eligible and Limited Benefit Members

Program Name	% of ED High Utilizers by # of Members	% of ED High Utilizer by # of Visits
HUSKY A/B	33.4%	29.7%
HUSKY C	23.2%	25.6%
HUSKY D	43.3%	44.6%
Total	100.0%	100.0%

- Husky D had the largest decrease in the number of members classified as High ED utilizers (9.9%); Husky C decreased 1.6% over CY 2012.

## ED High Utilizer by County of Residence\*



- In 2013, of the 4,525 ED High Utilizers, 76.7% resided in Fairfield, Hartford or New Haven county while 78.8% of the Husky Health members resided in one of these three counties.
- The number of ED High Utilizers decreased by 147 members while membership increased by over 17,000.

\* Excludes Charter Oak, dual eligible, limited benefit and out of state members

# ED High Utilizer Medical Visits by Hospital\*

Hospital	2013 Visits	2012 Visits	Percent Change
YALE NEW HAVEN HOSPITAL	5,774	5,588	3.3%
THE HOSPITAL OF CENTRAL CONNECTICUT	5,676	6,280	-9.6%
HARTFORD HOSPITAL	4,739	4,585	3.4%
BRIDGEPORT HOSPITAL	4,057	3,705	9.5%
ST VINCENTS MEDICAL CENTER	3,606	4,257	-15.3%
SAINT MARY'S HOSPITAL	3,288	3,552	-7.4%
ST FRANCIS HOSPITAL MEDICAL CENTER	2,936	2,518	16.6%
MIDSTATE MEDICAL CENTER	2,899	3,019	-4.0%
WATERBURY HOSPITAL	2,628	2,614	0.5%
WILLIAM W BACKUS HOSPITAL	2,611	2,513	3.9%
LAWRENCE AND MEMORIAL HOSPITAL	2,276	2,647	-14.0%
BRISTOL HOSPITAL	2,250	2,077	8.3%
DANBURY HOSPITAL	1,940	1,131	71.5%
WINDHAM COMM MEMORIAL HOSPITAL	1,790	2,612	-31.5%
MIDDLESEX HOSPITAL	1,781	1,959	-9.1%
STAMFORD HOSPITAL	1,728	1,765	-2.1%
GRIFFIN HOSPITAL	1,502	1,472	2.0%
CHARLOTTE HUNGERFORD HOSPITAL	1,273	1,133	12.4%
MANCHESTER MEMORIAL HOSPITAL	1,135	1,573	-27.8%
UCONN – JOHN DEMPSEY	1,096	962	13.9%
NORWALK HOSPITAL	960	825	16.4%
ROCKVILLE GENERAL HOSPITAL	928	1,325	-30.0%
CONNECTICUT CHILDRENS MEDICAL CENTER	661	947	-30.2%
DAY KIMBALL HOSPITAL	660	666	-0.9%
MILFORD HOSPITAL	637	604	5.5%
JOHNSON MEMORIAL HOSPITAL	541	532	1.7%
GREENWICH HOSPITAL	287	282	1.8%
NEW MILFORD HOSPITAL	268	299	-10.4%
SHARON HOSPITAL	85	133	-36.1%
OUT OF STATE HOSPITALS	593	517	14.7%
<b>Total</b>	<b>60,605</b>	<b>62,092</b>	<b>-2.4%</b>

\* Excludes dual eligible and limited benefit members

# Total Ambulance ED Cost by Program for High Utilizers\*

## Total Ambulance ED Cost by Program for High Utilizers

Service Dates: 01/01/13-12/31/13

Program	Unique Members	Total Ambulance ED Cost(Medical, Behavioral, Alcohol)	Total Amb Medical ED Cost	Total Amb Behavioral Health ED Cost	Total Amb Dental ED Cost	Total Amb Alcohol Related ED Cost
CHARTER OAK	1	\$ 197	\$ -	\$ 197	\$ -	\$ -
HUSKY A	795	\$ 631,595	\$ 488,425	\$ 122,235	\$ 1,361	\$ 19,574
HUSKY B	1	\$ 197	\$ 197	\$ -	\$ -	\$ -
HUSKY C	917	\$ 1,616,767	\$ 1,121,948	\$ 212,523	\$ 5,716	\$ 276,581
HUSKY D	1,427	\$ 1,830,486	\$ 1,049,052	\$ 209,222	\$ 5,879	\$ 566,333
Total	3,141	\$ 4,079,242	\$ 2,659,622	\$ 544,177	\$ 12,956	\$ 862,488

### Notes:

1. Does not include ED visits that resulted in an inpatient admission
2. Program based on end service date eligibility of the member
3. ED High Utilizers are members with 10 or more ED visits during 2013
4. Includes Professional (Claim Type M) claims with procedure codes classified as Ambulance (these fall into the A0000 - A0999 HCPCS range) where Member has a Facility ED Visit on same or next date of service

- Ambulance cost per unique member was \$1,299.
- Husky C & D members represent 74.6% of high ED utilizers' ambulance costs.
- Ambulance costs per member were highest among the Husky C members.

\* Excludes dual eligible and limited benefit members

# Total Ambulance ED Trips by Program for High Utilizers\*

Total Ambulance ED Trips by Program for High Utilizers  
Service Dates: 01/01/13-12/31/13

Program	Unique Members	Total Ambulance ED Trips (Medical, Behavioral, Alcohol)	Total Amb Medical ED Trips	Total Amb Behavioral Health ED Trips	Total Amb Dental ED Claims	Total Amb Alcohol Related ED Trips
CHARTER OAK	1	1	0	1	0	0
HUSKY A	795	3,466	2,729	654	14	104
HUSKY B	1	1	1	0	0	0
HUSKY C	917	9,781	7,159	1,313	46	1,478
HUSKY D	1,427	9,880	6,011	1,207	59	3,012
	3,141	23,129	15,900	3,175	119	4,594

Notes:

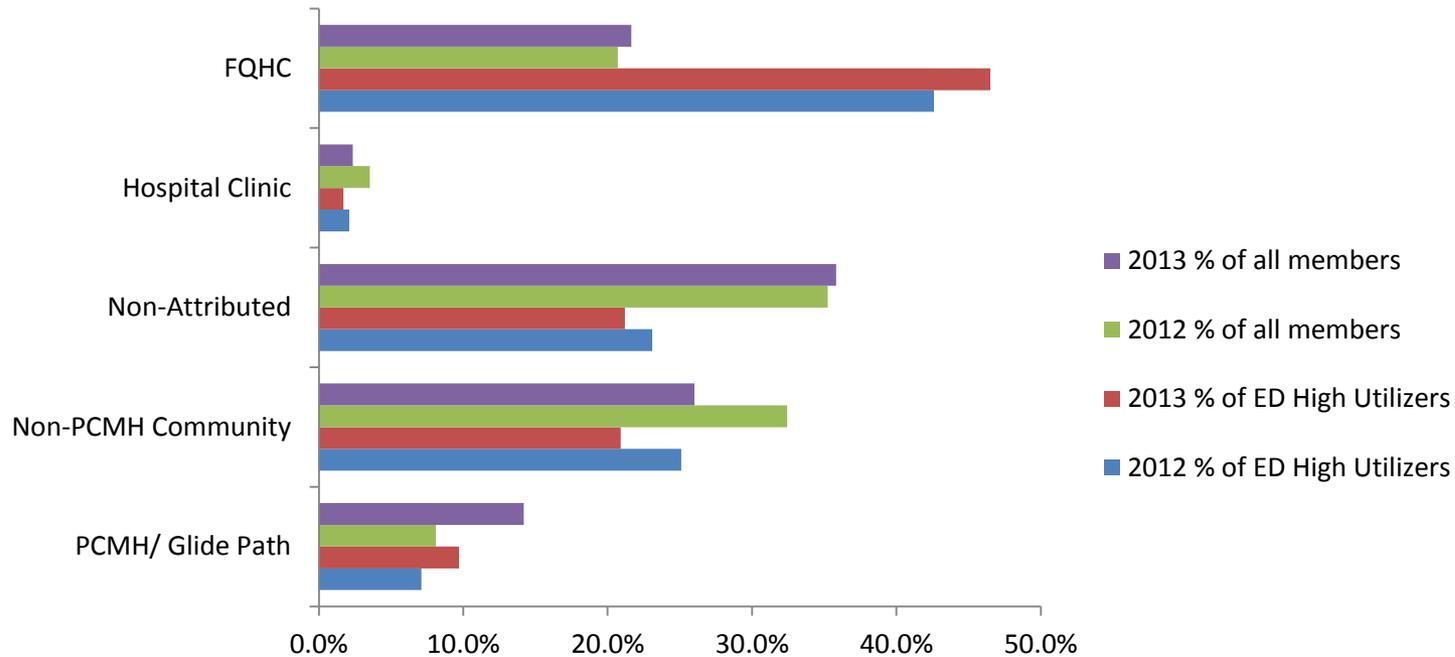
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4. Includes Professional (Claim Type M) claims with procedure codes classified as Ambulance (these fall into the A0000 - A0999 HCPCS range) where Member has a Facility ED Visit on same or next date of service

- The 3,141 High ED Utilizers averaged 7.36 ambulance trips per member.
- Husky C High ED Utilizers averaged 10.67 ambulance trips per member.
- Nearly 20% of the ambulance trips for High ED utilizers were alcohol related.

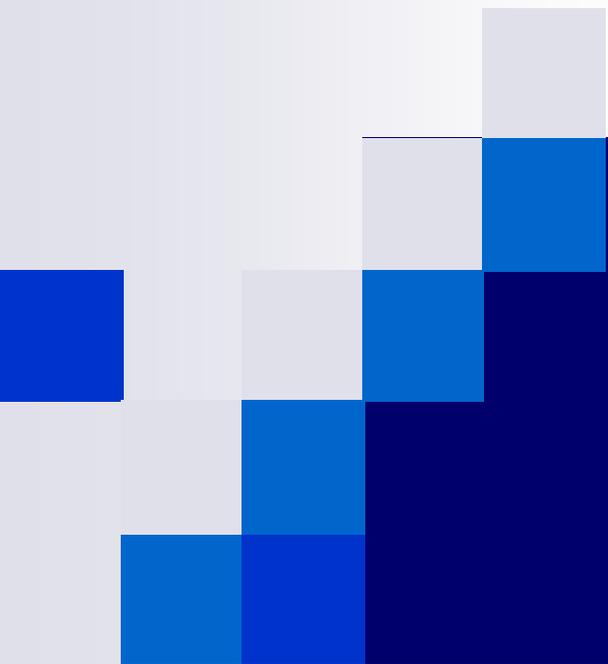
\* Excludes dual eligible and limited benefit members

# Attribution Settings by Number of Members

## ED High Utilizers versus All Members



- In 2013, 56.2% of the ED High Utilizers were attributed to an FQHC or PCMH/GP practice representing an increase of approximately 6.5 percentage points over 2012.
- The percentage of all members attributed to an FQHC or PCMH/GP practice represented 28.8% in 2012 and 35.8% in 2013.



# Questions?