

Introduction

Analyzing patterns of high utilization of emergency department services at Lowell General Hospital (LGH) by Lowell Community Health Center (LCHC) patients.

Goals

- Observe the interaction between LGH and LCHC
- Determine regional patterns in ED high utilizers

Players Involved

- Lowell Community Health Center
- Lowell General Hospital, Main Campus
- Lowell General Hospital, Saints Campus
- Community Opioid Outreach Program (CO-OP)
- Circle Care/CHART Program

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- Marylou Leonhard, RN
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- Kevin Garneau, Lowell PD
- Nathan MacDonald, MD

Results

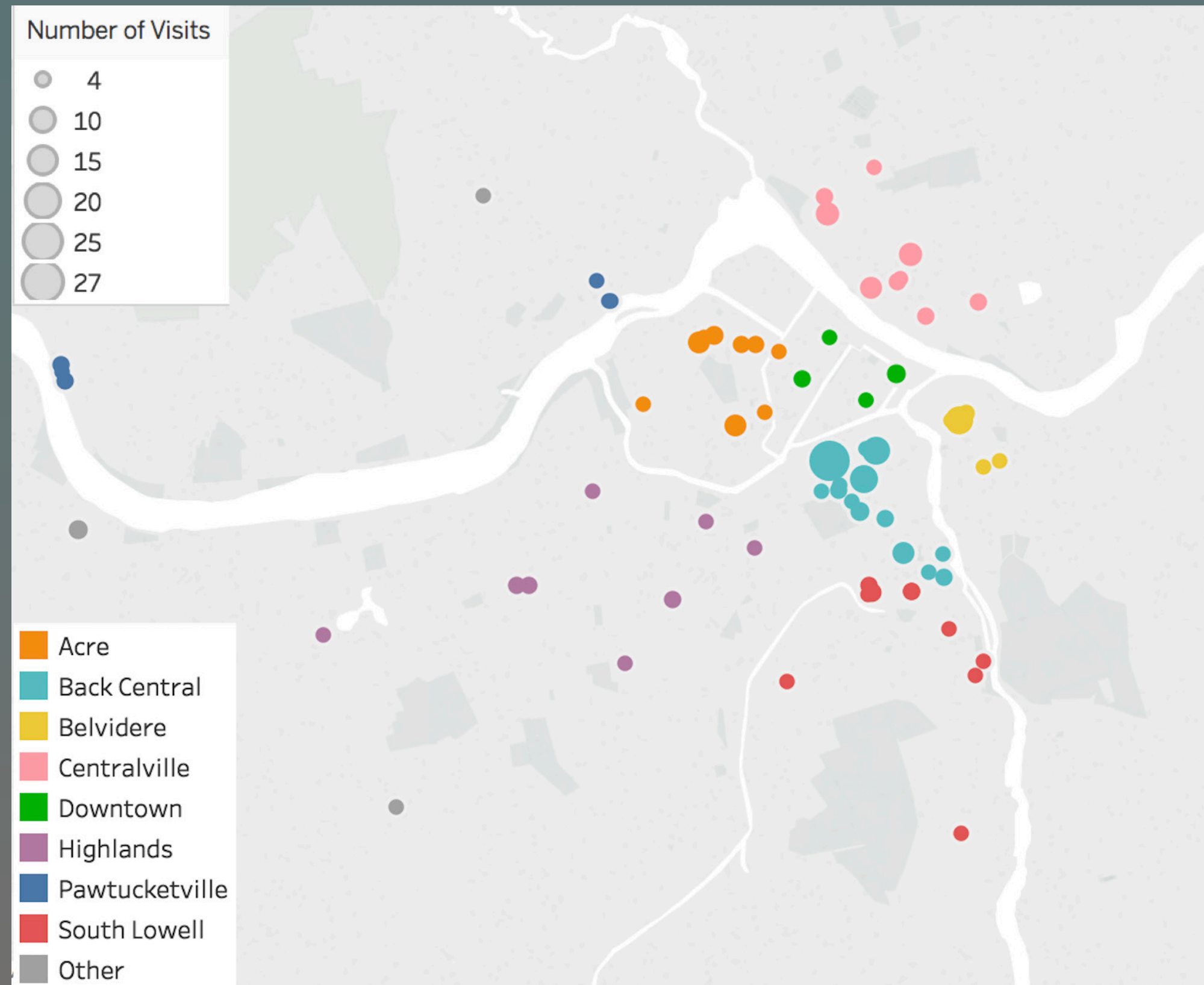


Figure 1. Map of Lowell with data points representing home addresses of high utilizers of LGH ED. Points grouped by Lowell neighborhoods. Size of point depicts number of ED visits. Some points combined due to geographic proximity of addresses.

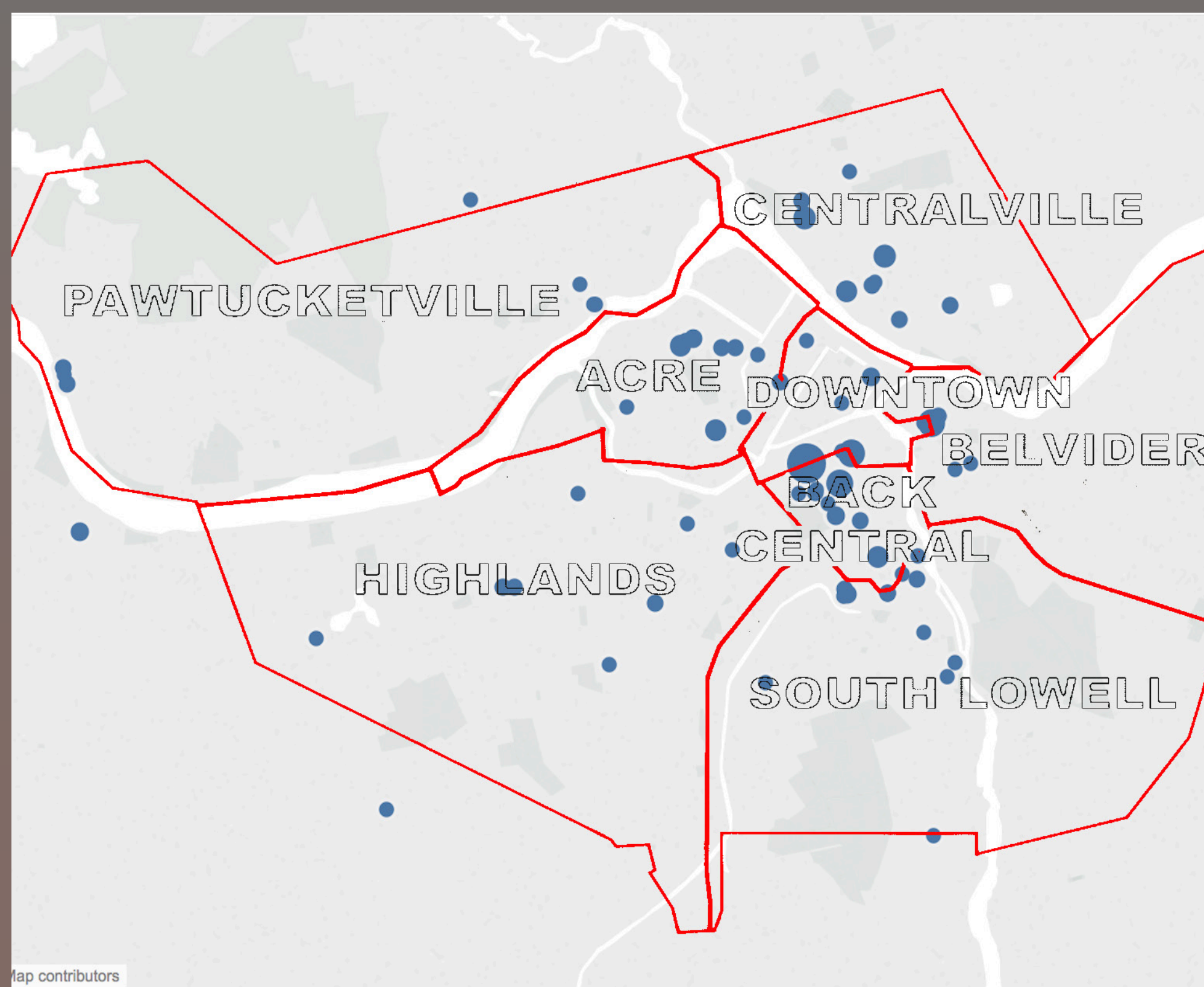


Figure 2. Map of Lowell with neighborhoods outlined. Data points represent home addresses of high utilizers of LGH ED. Size of point depicts number of ED visits. Some points combined due to geographic proximity of addresses.

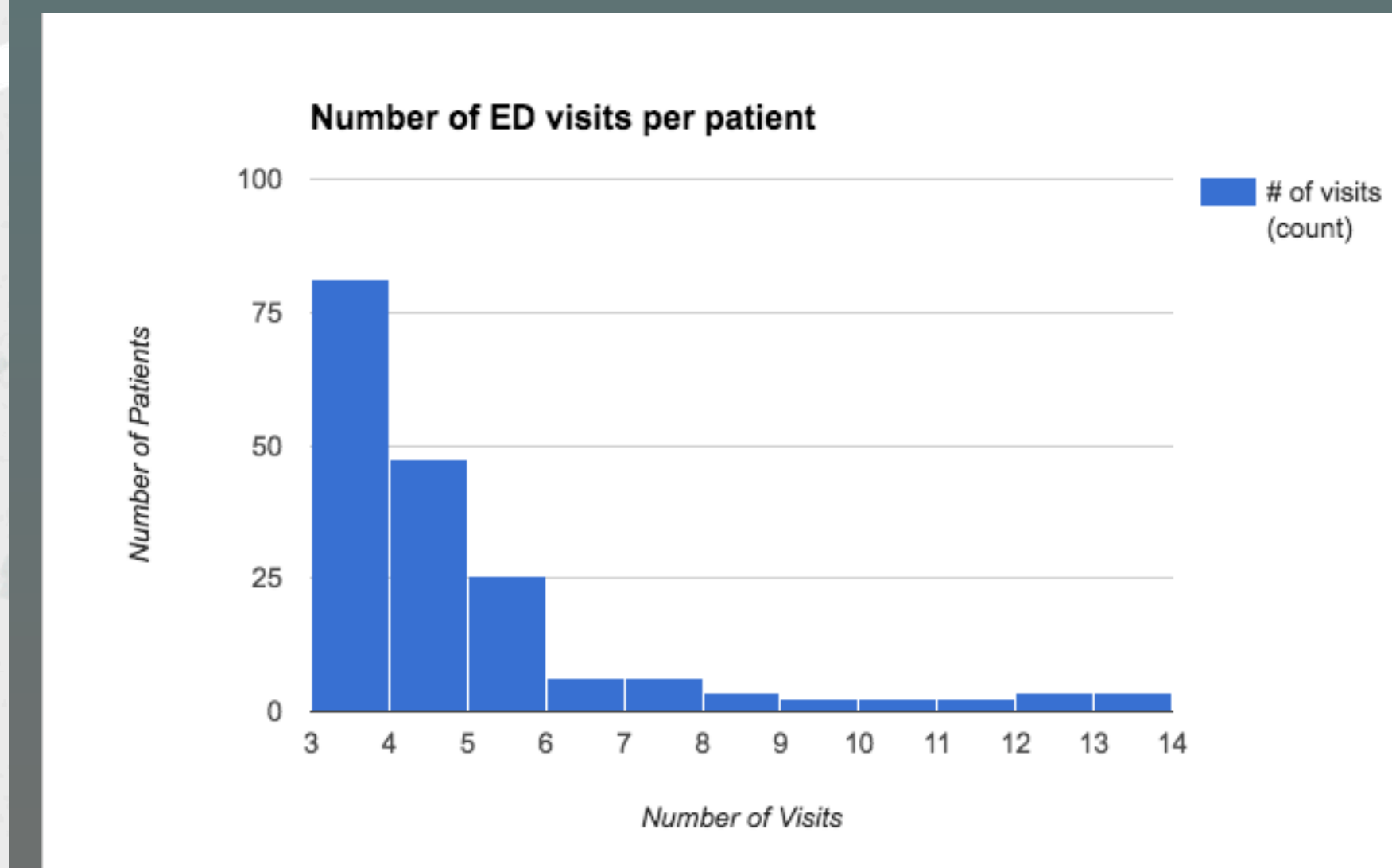


Figure 3. Histogram grouping LGH ED's high utilizers by number of visits between March 2016 and August 2016. Range: 3-13.

LCHC Population Demographics

In 2012:

Served 46,991 patients

91% are below 200% of the federal poverty level

Over 50% of patients were served in a language other than English

More than 70% were people of color

Conclusions

LCHC is ill-equipped to handle their current patient volume. Thus, they have difficulty reaching out to their high utilizers.

The CHART program has attempted to mitigate this issue by contacting and following LGH's high utilizers. However, with limited communication between the two institutions, many patients continue to frequent the ED.

Suggestions

Appoint liaison to facilitate coordination of care between LCHC and LGH

Provide EMR access to CHART staff

References

- Lowell Community Health Center (2016). [MassHealth Subscribers with Multiple ED Visits. Unpublished raw data.]
- "2014-2016 Strategic Plan." (2013): 2. *Lchealth.org*. Lowell Community Health Center. Web. 24 Oct. 2016. <http://www.lchealth.org/sites/default/files/SP2014-16_1.pdf>.
- The Effectiveness of Emergency Department Visit Reduction Programs: A Systematic Review Raven, Maria C. et al. *Annals of Emergency Medicine*, Volume 68, Issue 4, 467 - 483.e15