Hotspotting in Healthcare: Identifying Emergency Department Super Utilizers
Vinay Maliakal, Evan Zhang, and Clare Wynne
University of Massachusetts Medical School Class of 2020

Background
• Hotspotting in healthcare is a method of targeting super-utilizers of the Emergency Department (ED) with the goal of intervention
• Super-utilizers are patients with high rates of ED admissions, with specific criteria defined in our project
• Based on the work of the Camden Coalition and Dr. Jeffrey Brenner
• The benefits of these interventions include better quality care for patients and health care cost reduction
• Goals of this summer’s project:
  1. Define inclusion and exclusion criteria for super-utilizers to more objectively identify at-risk patients in both the University and Memorial campus ED
  2. Allow students a care management learning experience with the UMass Office of Clinical Integration

Super-utilizer Criteria
Step 1: 9311 unique visits in the past month at University (6184) and Memorial (3217)
7959 unique patients accounted for all visits
Pulsecheck data from a 1 month search exported and analyzed using Excel

Step 2: 86 patients with 4+ ED visits within the past 1 month from date of search, including visits at both UMass Memorial and UMass Worcester
Identified through sorting of 1 month Pulsecheck data using Excel

Step 3: 56 patients with 10+ ED visits within the past year from the date of search, including visits at both UMass Memorial and UMass Worcester
Patients with 4+ ED visits within the past month individually searched to determine number of visits within past year

Qualitative Exclusion Criteria
• pregnancy
• cancer
• chronic inebriation
• and per ED provider advice

Future Directions
• Continue care management of identified super utilizers
• Further refine super-utilizer criteria both quantitatively and qualitatively
• Define metrics for progress in reducing health care expenditures and quality improvement
• Create a sustainable program for future students to continue

Care Management Assessment Note

• Patient Identification via defined Hotspotting Criteria
• Approach patient to gauge interest in program enrollment
• Conduct either in-person or telephonic assessment interview
• Appropriate interventions identified and addressed
• Follow up with patient to record progress and intervention efficacy

Symptom: Short summary of what you spoke about
Drugs:

   See All Drugs

Appetite
Diabetes
Hypertension
Cancer
Chronic obstructive pulmonary disease
HIV
Chronic inebriation
Cystic fibrosis
Dr. Jeffrey Brenner
Integrated care model for reducing health care expenditures and improving quality of care for patients with high rates of ED visits.
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Figure 1: Case Management Assessment form used to determine patient health and social needs after enrollment