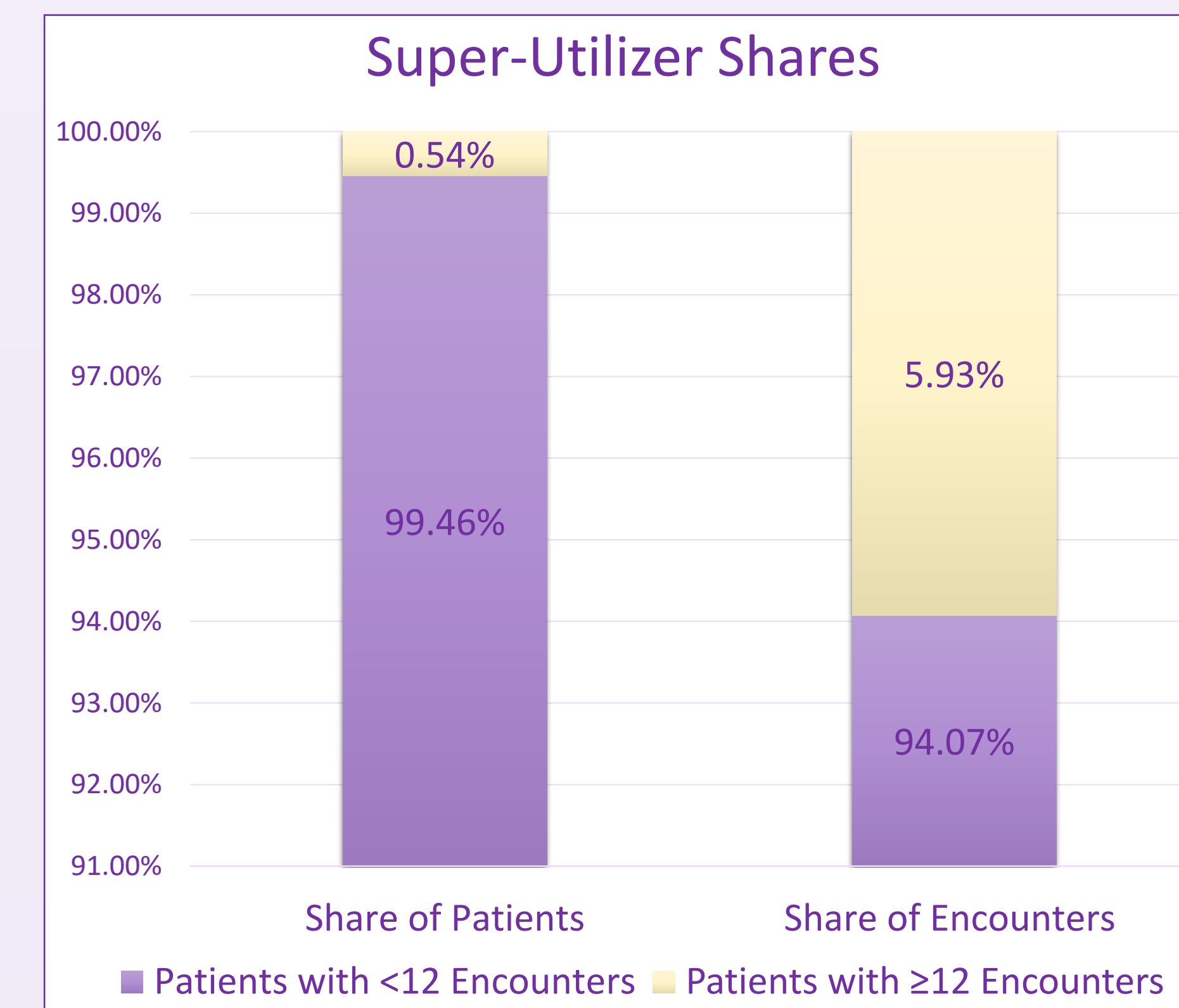
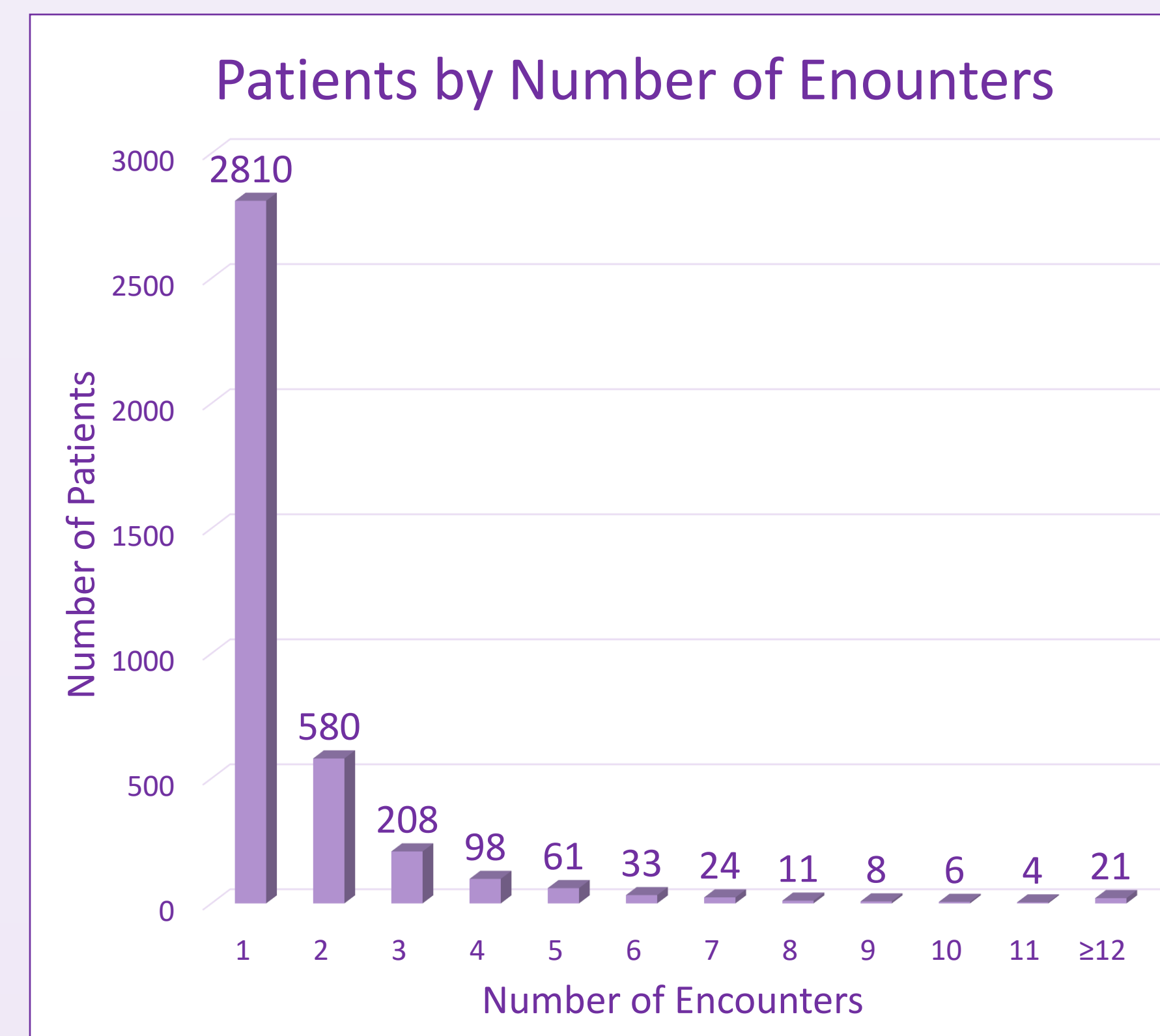


Kelsey Lacourrege; Byrne Sherwood, JD; Jennifer Avegno, MD

## Background

- The Behavioral Health Emergency Room at University Medical Center is the primary treatment and stabilization site for individuals experiencing acute behavioral health crises in New Orleans, LA.
- High-utilizers of behavioral health emergency services represent a distinct group from high-utilizers of traditional emergency services
- By identifying and characterizing those individuals with the highest utilization, we can develop approaches to better serve these individuals, improve population health, and reduce unnecessary and wasteful utilization of healthcare resources
- We hypothesize that these individuals have received inadequate navigation to outpatient BH resources and would benefit from additional case management or navigation in the BHER

## Results



	Number	Percentage		Number	Percentage
<b>Sex</b>			<b>Patient Experiencing Homelessness?</b>		
Male	16	76.19%	Yes	13	61.90%
Female	5	23.81%	No	8	38.10%
<b>Age</b>			<b>Insurance Status</b>		
Mean	36.33		Medicaid (LA)	12	57.14%
Median	34		Medicare	8	38.10%
Minimum	20		Prisoner	1	4.76%
Maximum	74		<b>Encounters by Disposition</b>		
<b>Following with Outpatient BH Provider?</b>			Total Encounters	373	
Yes	13	61.90%	Admits	26	6.97%
No	8	38.10%	Transfers	7	1.88%
<b>Patient Has an ACT Team?</b>			Discharges	340	91.15%
Yes	5	23.81%			
No	16	76.19%			

## Discussion

### Repeat Utilization

- 55% of encounters by an individual with multiple visits
- Individuals with multiple visits represented 27% of the total unique patients
- Most visits by a single patient was 37

### Super-Utilizers

- Super-utilizers defined as patients with greater than or equal to 12 visits, averaging one per month
- 21 super-utilizers in 2019
- 0.54% of patients responsible for 5.93% of total BHER encounters
- 91% of encounters resulted in discharge
- 76% male, ranging in age from 20-74 years old
- All were insured
- 13 of 21 patients accessed outpatient BH care
- 5 of 21 had Assertive Community Treatment (ACT) Team
- 13 of 21 patients had experienced homelessness during 2019

### Chief complaints

- Most common - "suicidal" and "psychiatric evaluation"
- each occurred in over 40% of encounters

### Discharge diagnoses

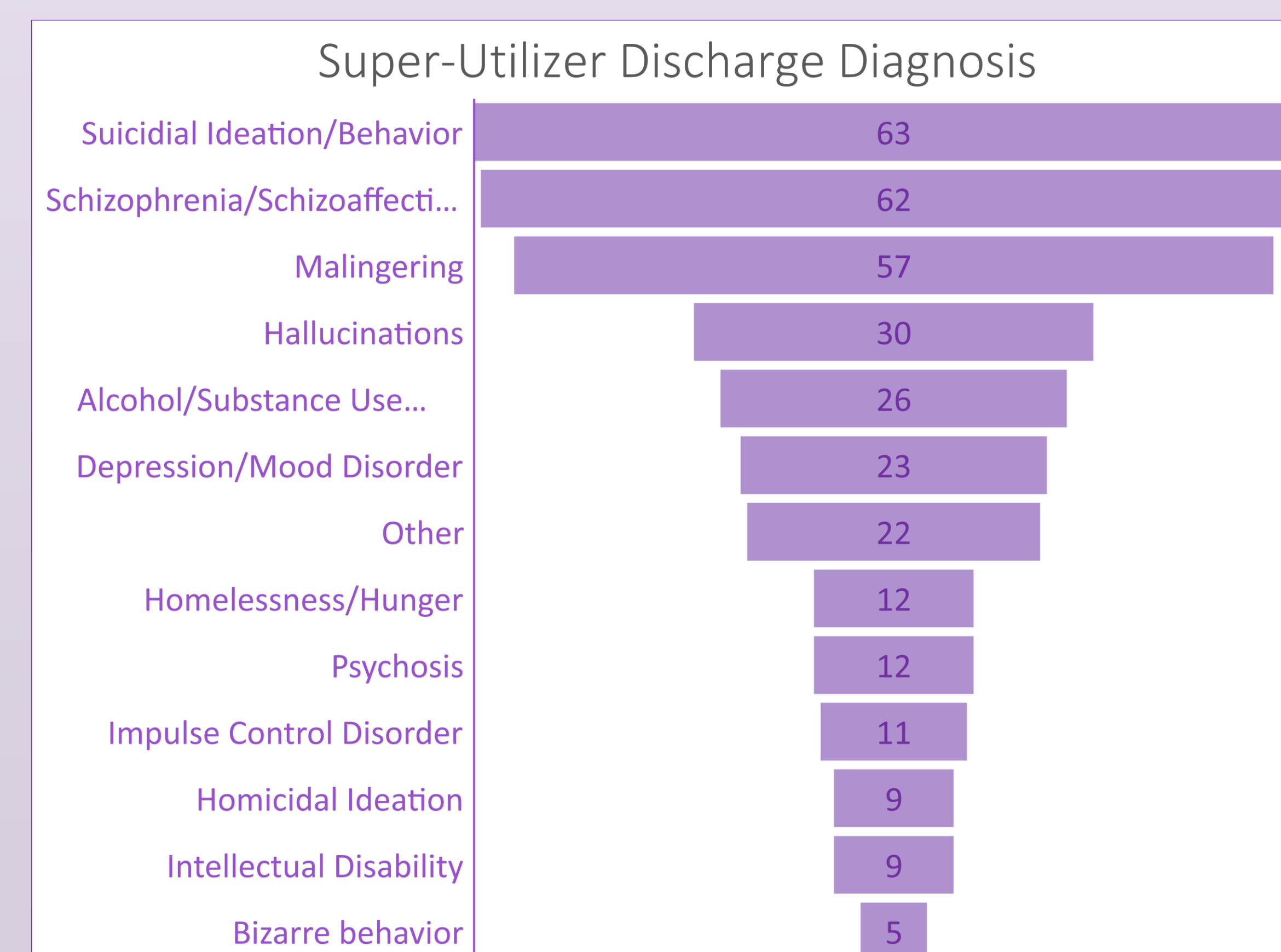
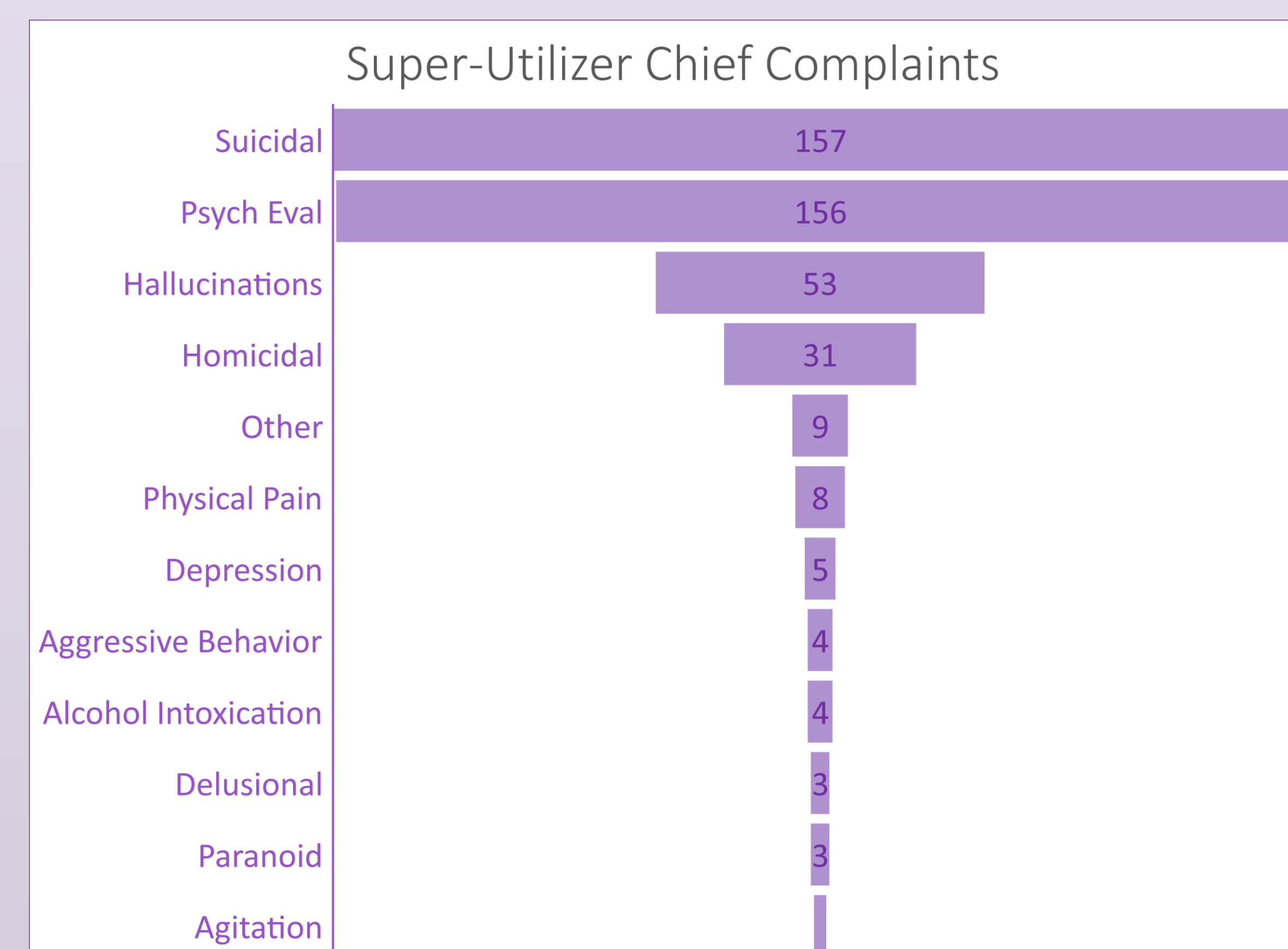
- Most common - "suicidal ideation/behavior," "schizophrenia/schizoaffective disorder," and "malingering"
- each occurred in over 15% of encounters

## Methods

- Reports generated in EPIC for 2019 – all ED encounters filtered by "BHER Intake" and "BHER" patient care areas
- Encounters sorted by medical records number (MRN) to identify number of unique patients
- Encounters tallied per patient
- "Super-utilizers" identified as patients with ≥12 encounters for 2019 (average of ≥1 encounter per month)
- Conducted chart review of "super-utilizer" patients to gain picture of these individuals

## Conclusions

Super-utilizers of behavioral health emergency services represent a group with complex behavioral health and social needs. High-utilization by these individuals reflects a combination of unmet social needs (food, shelter) and poorly controlled behavioral health problems. Lack of health insurance or access to outpatient care were not found to be universal characteristics of these patients.



## Acknowledgements

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