

Frequent Presenters to ED- A Collaborative Approach to Patient Care

Western Health Footscray, VIC

Lorraine Xavier-Ambrosius (Team Leader)

Katie Campbell (ED Care Coordinator –Presenter)

Kate Mangion (ED Care Coordinator)

Christopher Paes-(Emergency Physician)

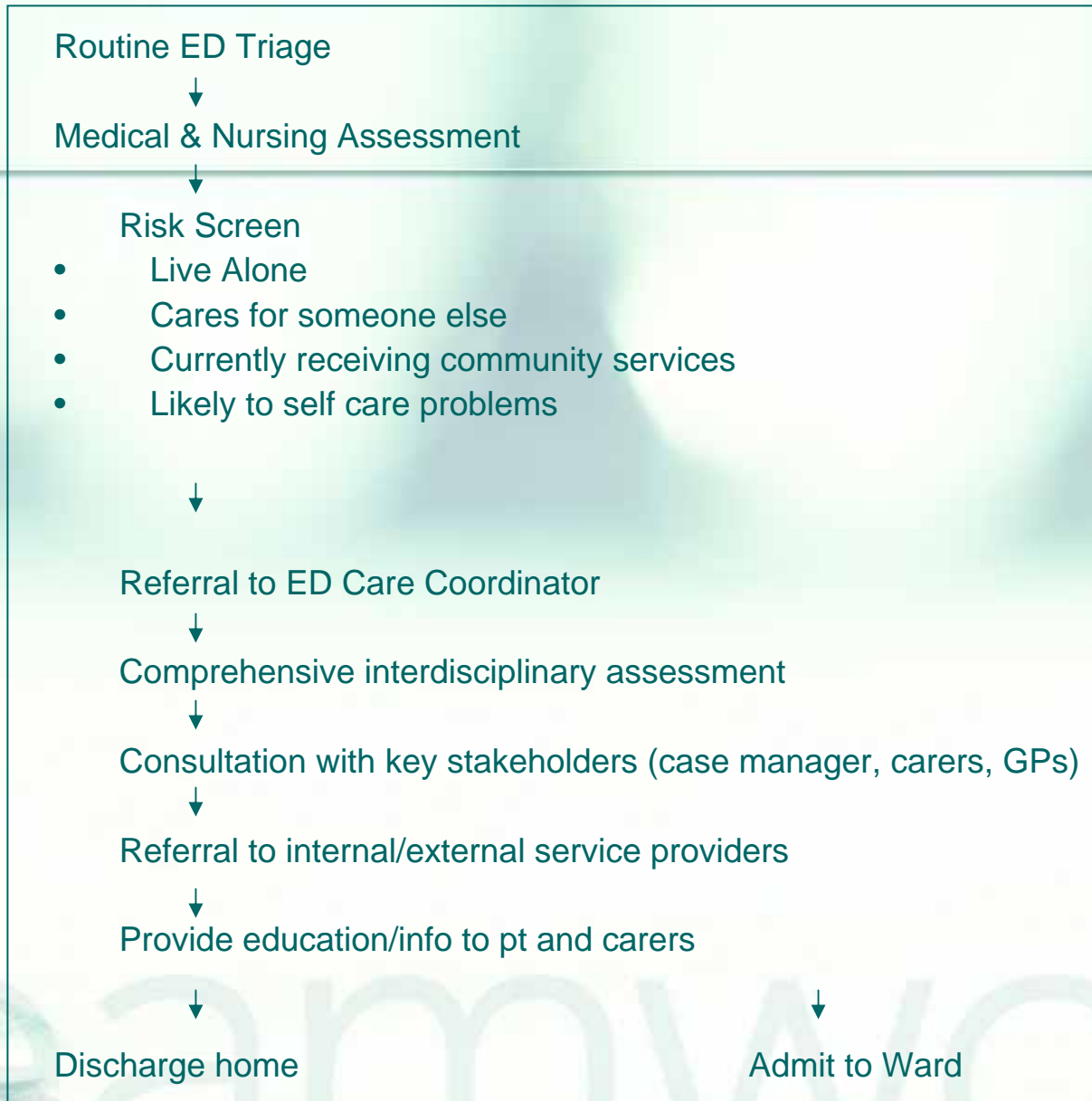
teamwork

teamwork

Background to Health Service

- 3 Campus of Western Health
- ED Care Coordination Services at Sunshine and Footscray Campus
- ED Presentations past 6 months data
 - WHF Oct 06-Mar 07 = 16, 000
 - SH Oct 06-Mar 07 = 30, 000

ED Care Coordination Model



Why?

- Frequent presenters ongoing issue
- Current strategies don't work
- Specific needs of a complex population
- Communication issues

Initiative Aims

- Improve **communication**.
- Consistent and streamlined approach to care.
- Facilitating a change in culture/attitudes.
- Improve quality care.
- Reducing ED Length of Stay and/or ED presentations.

Literature Review

- Limited studies in Australia.
- Various definitions of “frequent presenters”.
- Literature can be grouped into two main categories:
 - * **Interventions**
 - * **Characteristics of ED frequent presenters**

Interventions

- Interventions motivated by need to address “overcrowding” in Emergency Department’s.
- Three main intervention approaches are :
 - **Diversion of “inappropriate presentations”**
 - **Case management.**
 - **Individual care plans.**

Diversion- It doesn't work!

- This patient group is generally sicker.
- They already have appropriate links to other health care services such as a GP.
- Pt's feel their health issue is **serious** and needs **urgent medical attention**.

Case management

- Various different methods used with varying results.
- Limited impact on reducing ED presentations or LOS.
- Positive impact on social issues such as housing.

Example of Case Management(VIC)

- ALERT, St Vincent's Health
- Key findings:
 - 60 patients received the service and it was reviewed after 12 months
 - ED presentations increased as did the average length of stay.
 - Improvement in psychosocial circumstances such as housing and linkages with community based services.

Individualised Care Plans

- Pope et al (Canada) examined the effect of using multidisciplinary care plans for people who frequently present to ED.
- **Key findings:**
 - 24 patients had care plans which were updated after each ED presentation.
 - After 12 months ED visits reduced from an average of 26.5 per patient to 6.5 per patient per year.
 - Key message was that the care plan was most effective when all staff adhered to it.

Characteristics of Frequent Presenters

- Several studies suggest that ED frequent presenters are more likely to:
 - Be from a lower socio-economic background
 - Be homeless
 - Have a psychiatric illness
 - Have drug and alcohol issues
 - Have chronic medical conditions
 - Be socially isolated

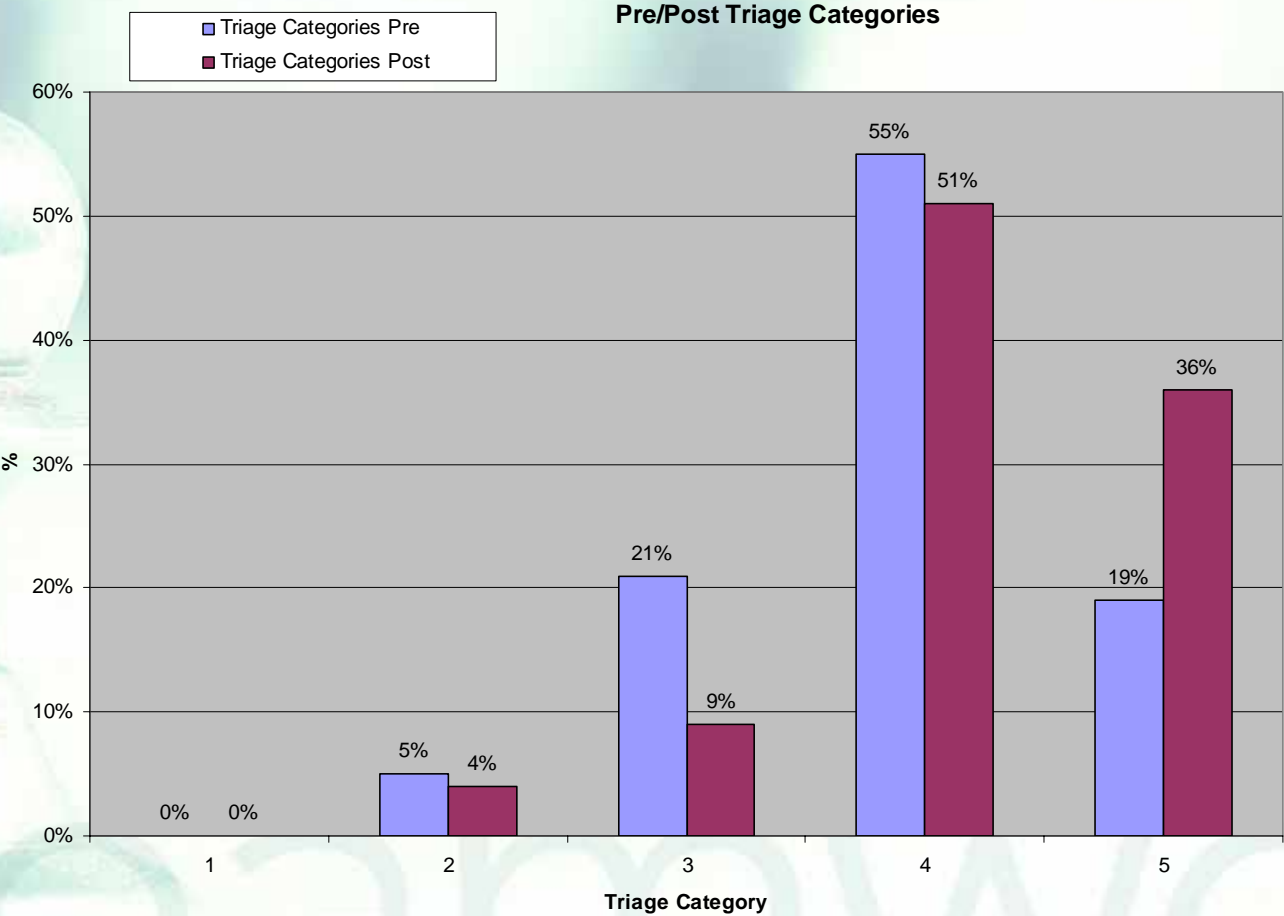
Method- Inclusion Criteria

- 3> presentations to ED within 12 months
- Above 18 years of age
- Complex medical and social issues
- Referred for case conference by CC service
- Case Conference with ED Consultant conducted every 6 weeks

Demographic data

- 20 patients were included in the evaluation.
- Female = 55% Male =45%
- Lived alone 60%
- Already linked with an appropriate service provider 90%
- Under 65yo - 65%

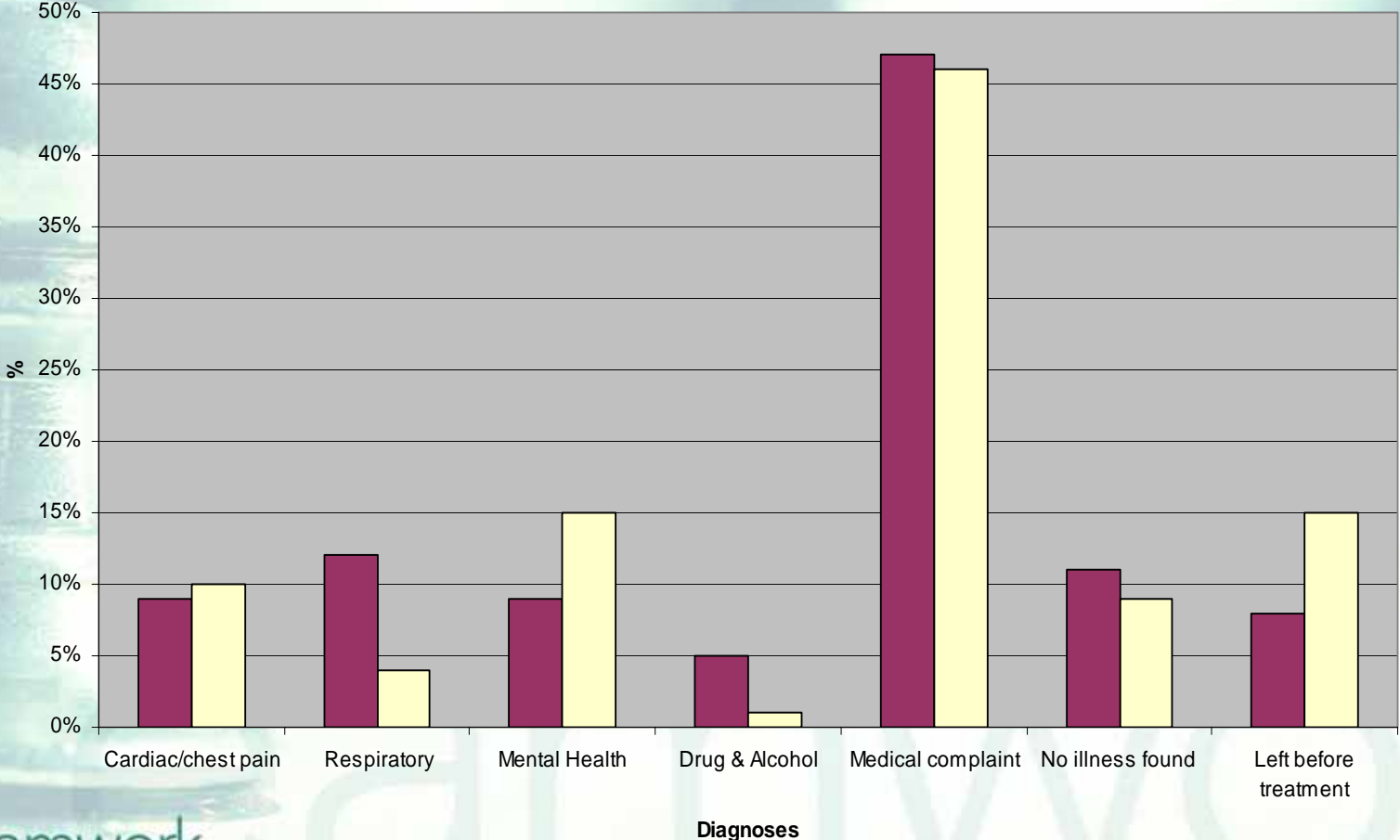
Demographic data- Triage Category



Demographic Data- Reason for Presentation

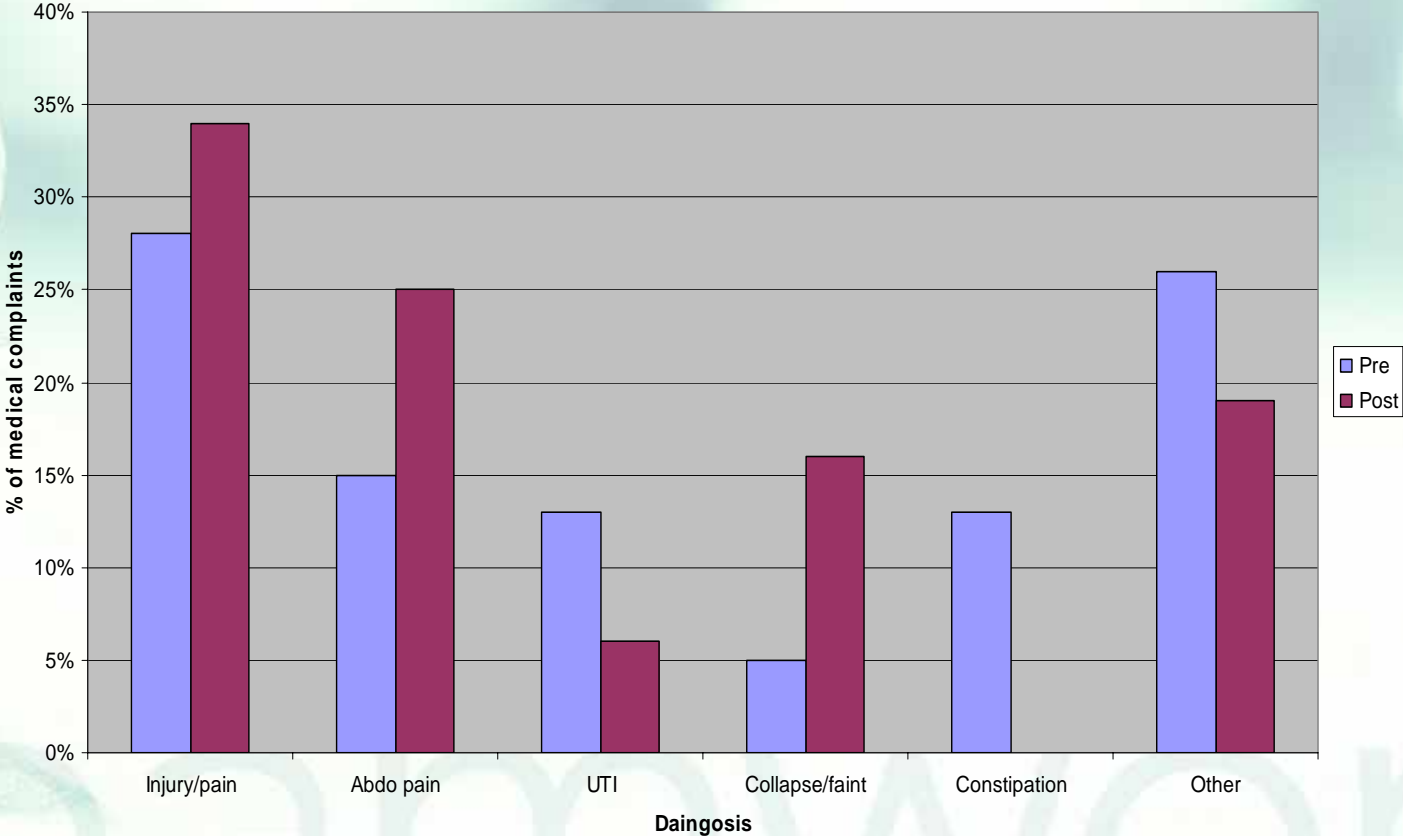
Reason for Presentation

- Main diagnoses Pre
- Main diagnoses Post



Demographic Data- Medical complaints

Main medical diagnoses



Case study- Mrs. M

- Social history
- Medical history
- ED presentations

Method

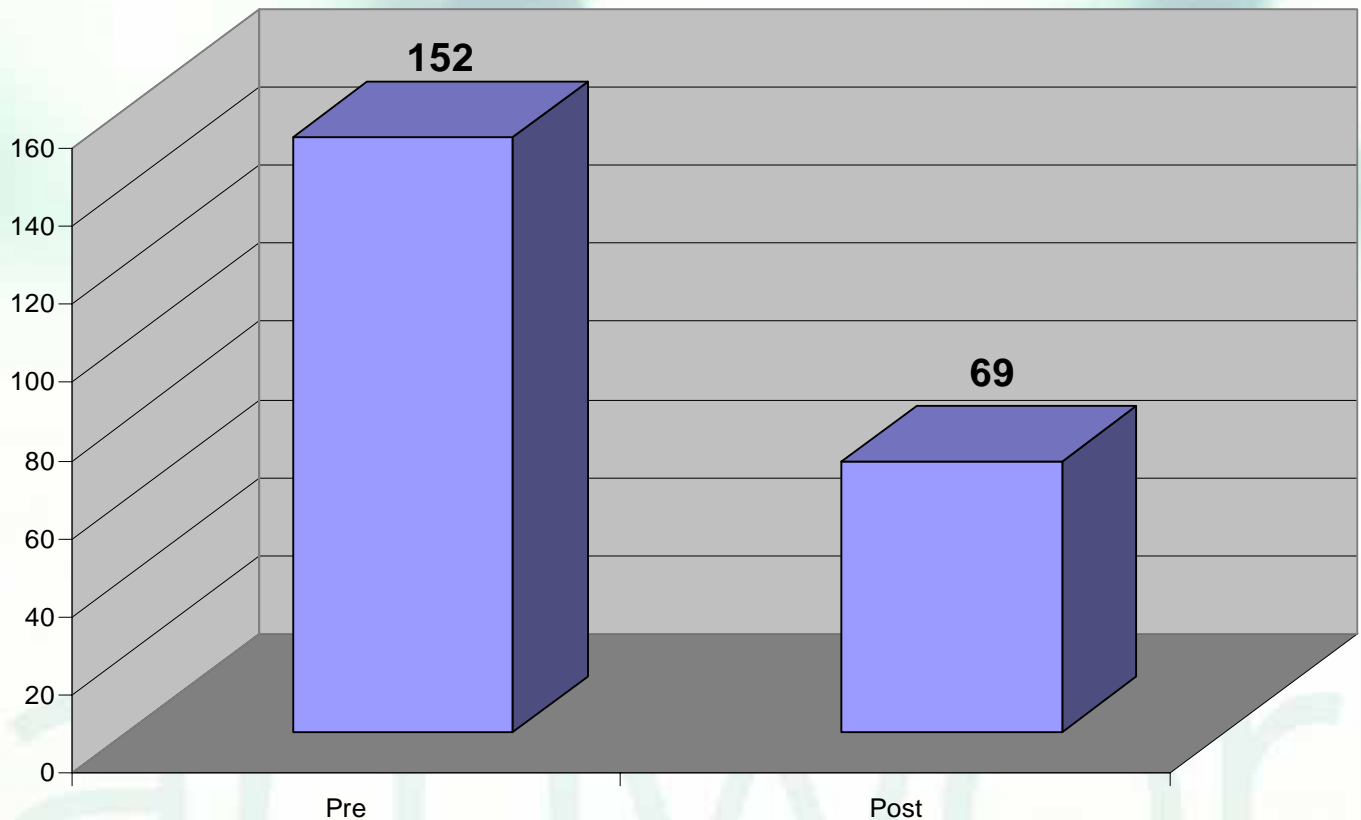
- Role of ED CC
- Case Conference with nominated ED Consultant
- Management Plan developed
- Communication Strategy
- Continuos update of management plan

Preliminary Data Outcomes

- Data collated for 6 months pre and post case conference included:
 - Number of ED presentations
 - Average length of stay
 - Triage category
 - Diagnosis
 - Outcome of ED presentation

Preliminary Data Outcomes- ED presentations

Total ED Presentations Pre and Post Case Conference



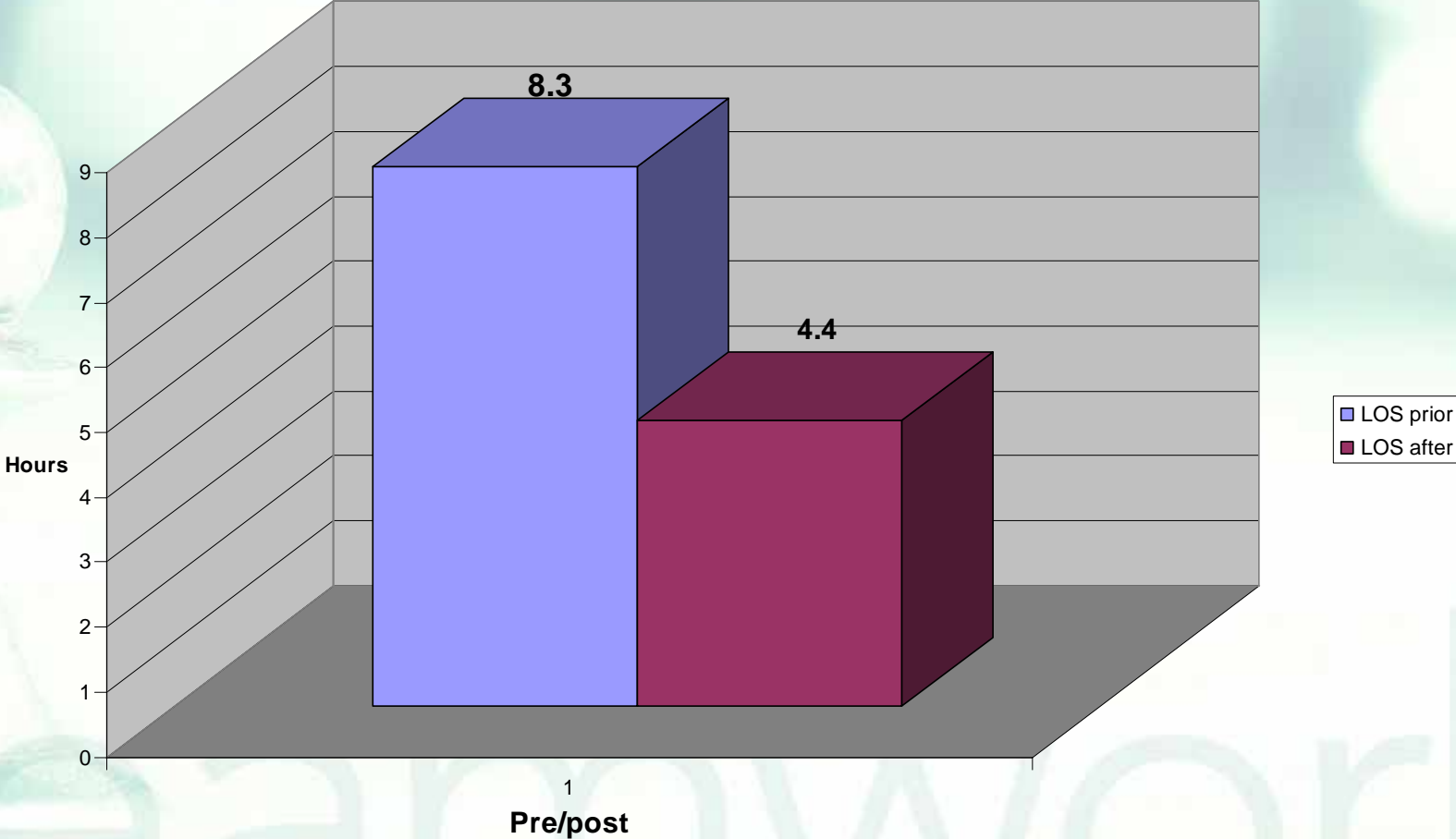
Total ED Presentations

Pre

Post

Preliminary Data Outcomes- Length of Stay in ED

Av. LOS pre and post case conference



Discussion

- Decreased ED Presentations
- Reduction in LOS
- Decreased Admission rates
- Improved communication in ED
- Encourage collaboration

Case study- Mrs. M

- Case conference
- Individualised care plan
- Outcomes

Limitations

- Small sample size.
- Short follow up period.
- What other factors are involved?
- CC not a 24 hour service

Future Directions

- Continue with initiative.
- Larger sample.
- Follow up over longer period of time.
- Look at other strategies.

Can the cycle be broken?

- Yes- we think so!
- Acknowledge the need for all staff to adhere to the care plan.