

Improving Health and Wellbeing outcomes among high users of emergency departments

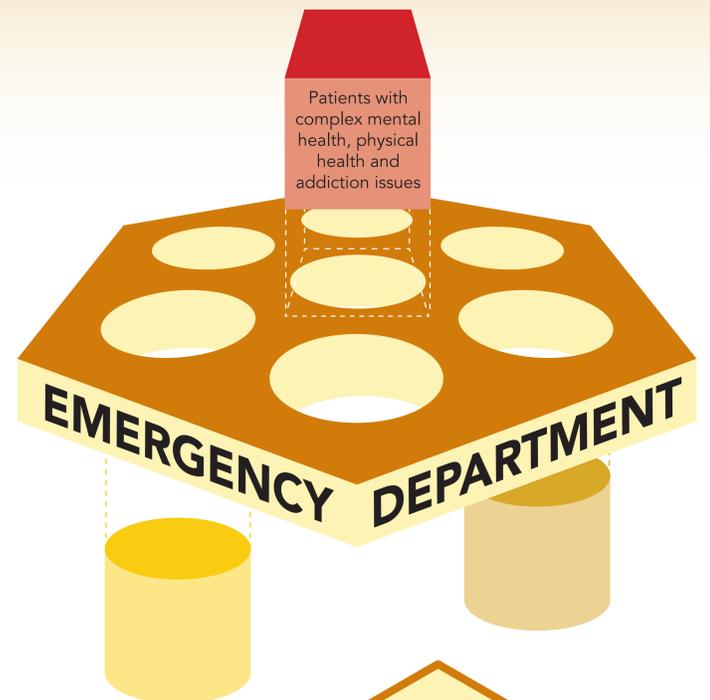
Transformational Change

Claire Henry, Kelly McLean, Lianne McInally

Problem

Evidence highlights a small population of individuals frequently utilise Emergency Departments (ED) to access care. These people often have complex mental health, physical health and addiction issues.

Whilst EDs and community based services respond to these presentations acutely, they often only provide episodic care and cannot address the underlying cause. It is recommended that people identified as intensive users of acute and community services have a person centred holistic review of intervention and support with appropriate multi-disciplinary discussion, further assessment and case management.

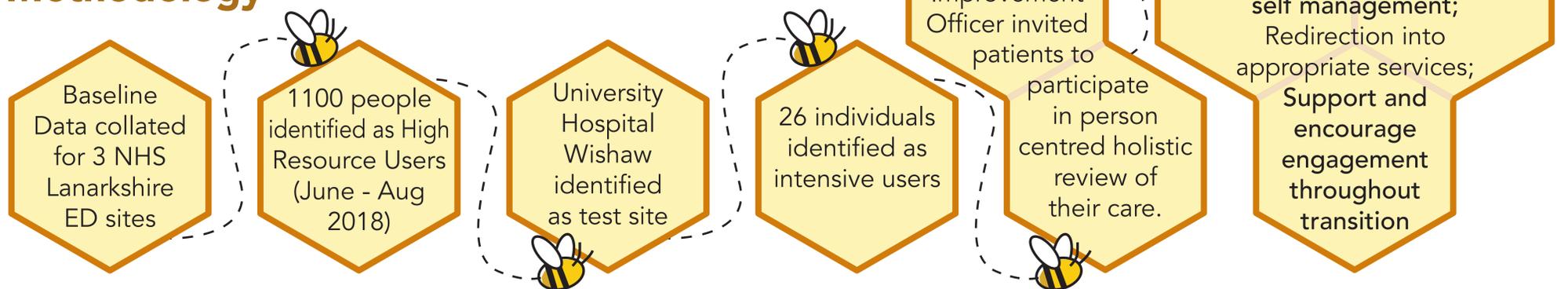


Aim

The purpose of the High Resource User project is to improve the health and wellbeing outcomes among high users of emergency department, with the improvement aim:

To reduce the ED attendances of the selected cohort at UHW ED by 10% by the end of March 2019.

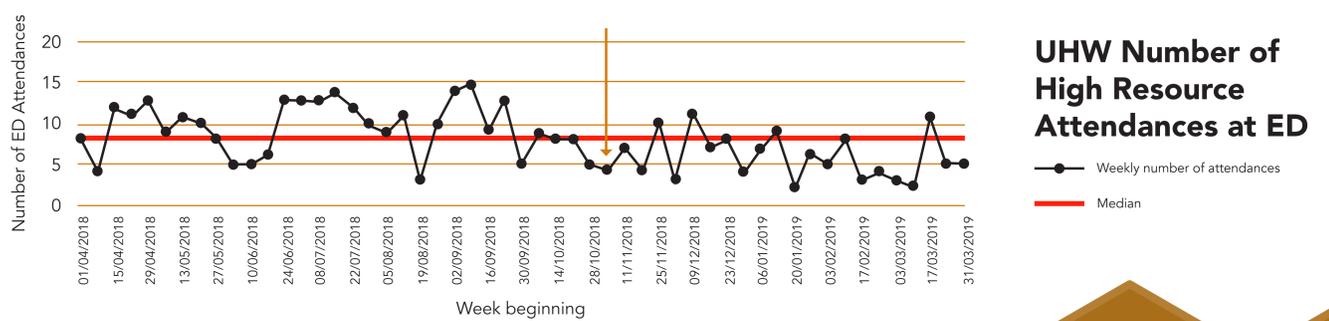
Methodology



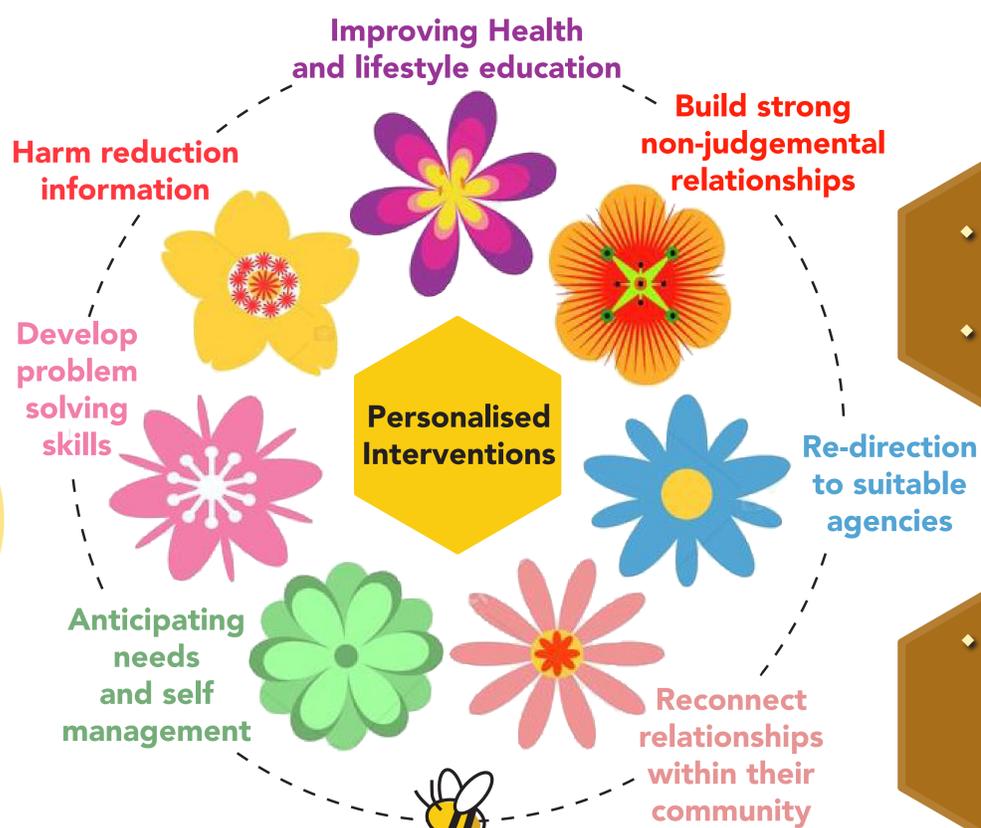
Results

Transitional support is critical to sustaining improved outcomes for the individuals who frequently access ED.

Individual case reviews identify a 20% reduction in ED attendances between Nov 2018 - March 2019 for the selected cohort.



Individuals report that they have found their person centred reviews beneficial:



What happens next?

- ◆ Present our findings to the HRU Project Board
- ◆ Identify areas for improvement
- ◆ Promote communication via MDT approach to provide wrap around care
- ◆ Encourage the development of patient centred pathways for individuals who are identified as high resource users