

High Intensity Users: A chart audit of multiple presentations to a paediatric Emergency Department.

Department of Social Work, Welfare and Indigenous Health Liaison.

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“Frequent Flyer”



High Intensity User



← A&E Department

Summer cough
Should be at the pharmacy

Stomach ache
Should see a GP

Unsure or confused about an illness
Should call NHS 111

Minor cuts and sprains
Should be at the Minor Injuries Unit

Sunburn
Should treat themselves at home from their medicine cabinet

Severe chest pain
Shouldn't have been in a queue

You can choose better

Torbay Hospital A&E is for life-threatening and serious conditions such as heavy bleeding, broken bones, chest pain or strokes.

Many patients can be treated more appropriately elsewhere.

A&E is for real emergencies. Please play your part.

NHS



Background

- Health practitioner Research Scheme through Allied Health Professions' Office of Queensland (AHPOQ)
- LCCH Emergency Department and SW department
- .02 FTE for 1year
- Mentor
- Identify triggers for presentation and SW interventions for high intensity users (HIU)
- July 2016 to June 2017.
- Pilot study, inclusion/exclusion criteria, chart audit, thematic analysis



	3 + HIU presentations	Total ED presentations	%
July 2016 to Dec 2016	16, 296	32, 761	49%

	# patients presented	Total ED presentations	
July 2016 to June 2016	46,725	67,232	
	Total # HIU patients	Total # of HIU presentations	
3+ in 12 months	4009	14, 896	22%
6+ in 12 months	461	3,995	6%

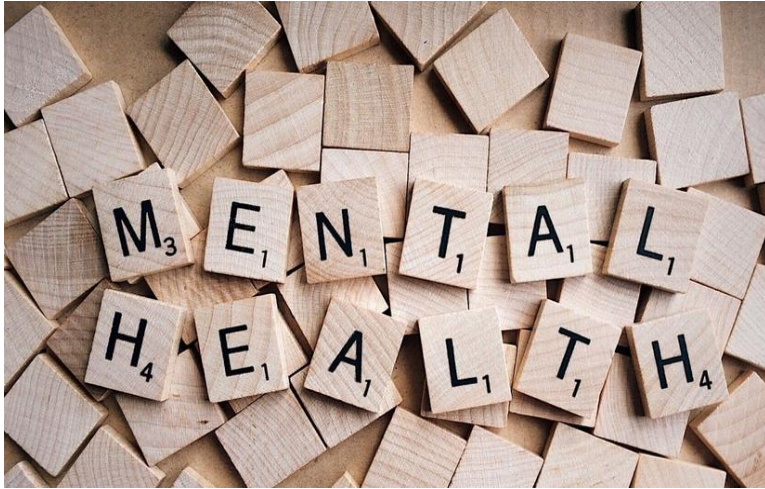


Code	Category	# of presentations	
1	Mental Health	15	
2	Oncology	36	
3	Neurology (Seizures)	17	
4	Social	1	
5	Mental Health/Medical	16	
6	Other Medical	340	
	Chronic		131
	Not chronic: Majority admitted		49
	Not chronic: Majority not admitted		160
7	Social/Medical	19	
8	Indeterminate	3	
9	Social/Medical/Mental Health	14	

>6 in 12 mths	461	3,995	6%
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Recommendations



Key messages

A relatively small percentage of patients are known to generate a **disproportionately high percentage** of hospital presentations.

This project indicates a prevalence in a HIU cohort, where **psycho-social factors** are a key bearing on the presentation to ED.

In the context of rising demand for emergency public services, we need to explore **creative solutions** that offer integrated strategies and challenge “silo culture”.

There is need to expand the scope of this project to explore **better integrated and targeted approaches** to improve health care journey's of HIU patients.

A further goal will be to develop stronger measures for hospital avoidance

Risk stratification project

Explore integrated HIU strategies (phase 2 project)

Develop baseline HIU KPIs

