Hospital Overload and ED Diversion

June 29, 2017
Primary Causes of ED Diversion and Long Wait Times

- Behavioral Health
- Medicaid Expansion
- ED Diversion and Wait Times
- Care Redesign
- Nursing Shortage
- Non-Emergent Cases
### Mental Health and Substance Use Emergency Department Visit Rate

<table>
<thead>
<tr>
<th>Year</th>
<th>Mental Health</th>
<th>Substance Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>26.6%</td>
<td>10.8%</td>
</tr>
<tr>
<td>2013</td>
<td>25.2%</td>
<td>11.4%</td>
</tr>
<tr>
<td>2014</td>
<td>25.8%</td>
<td>12.4%</td>
</tr>
<tr>
<td>2015</td>
<td>29.3%</td>
<td>13.8%</td>
</tr>
</tbody>
</table>

### Composition of Behavioral Health ED Visits

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mood disorders</td>
<td>26.3%</td>
</tr>
<tr>
<td>Alcohol-related disorders</td>
<td>23.8%</td>
</tr>
<tr>
<td>Anxiety disorders</td>
<td>14.7%</td>
</tr>
<tr>
<td>Substance-related disorders</td>
<td>12.3%</td>
</tr>
<tr>
<td>Schizophrenia &amp; other psychotic disorders</td>
<td>7.8%</td>
</tr>
<tr>
<td>Delirium, dementia &amp; other cognitive disorders</td>
<td>3.0%</td>
</tr>
<tr>
<td>Other MHSU disorders</td>
<td>2.7%</td>
</tr>
<tr>
<td>Adjustment disorders</td>
<td>2.3%</td>
</tr>
<tr>
<td>Attention-deficit, conduct, &amp; disruptive behavior disorders</td>
<td>2.4%</td>
</tr>
<tr>
<td>Miscellaneous mental disorders</td>
<td>1.8%</td>
</tr>
<tr>
<td>Suicide &amp; intentional self-inflicted injury</td>
<td>3.0%</td>
</tr>
</tbody>
</table>

2. Source: MHA analysis of HSCRC outpatient claims data. Primary diagnoses used in conjunction with the Agency for Healthcare Research and Quality’s Clinical Classifications Software categories to stratify behavioral health visits
Time Spent in ED is Also Increasing

Visit Count of Patients with Psychiatric Behavior Complaint with ED Length of Stay Greater Than 24 hours

Source: MHA adapted from hospital-specific dashboard
Complexity of Behavioral Health Patient is on the Rise

Visit Count of Patients who Arrive by Police

Source: MHA adapted from hospital-specific dashboard
Medicaid ED Visits & Inpatient Admissions Are Increasing, While Use for Other Payers Is Decreasing

Medicaid ED visits increased 10 percent, while non-Medicaid decreased by 5 percent.

Medicaid admissions increased 10 percent, while non-Medicaid decreased by 10 percent.

Source: HSCRC inpatient and outpatient claims data, CY 2013 – CY 2015
Medicaid Behavioral Health ED Visits & Admissions Are Skyrocketing

Medicaid behavioral health visits increased 34 percent, while non-Medicaid increased 10 percent

Medicaid behavioral health admissions increased 25 percent, while non-Medicaid decreased 8 percent

![Change in Behavioral Health ED Visits for Patients with Medicaid Relative to Non-Medicaid](image1)

![Change in Behavioral Health Admissions for Patients with Medicaid Relative to Non-Medicaid](image2)

Source: HSCRC inpatient and outpatient claims data, CY 2013 – CY 2015. Primary and secondary diagnoses used in conjunction with the Agency for Healthcare Research and Quality’s Clinical Classifications Software categories to distinguish behavioral health admissions and visits from other diagnoses.
Nationally, 37 percent of all ED visits are non-emergent.

Nationally, more than 48 percent of hospitals reported a nurse vacancy rate of 7.5 percent or more\(^1\)

- In Maryland, high nurse retirement and turnover rates result in increased reliance on temporary staffing agencies

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\(^1\)Source: Nursing Solutions, Inc. 2016 National Healthcare Retention & RN Staffing Report

\(^2\)Source: The Chesapeake Registry Program
Care Transformation and Redesign Contribute to Longer ED Time

- Hospitals are increasingly adopting lifesaving practices intended to meet goals of the demonstration—lower admissions and potentially avoidable utilization
- The result—some patients are in ED longer
- Examples of lifesaving practices that have been implemented including:
  - Screening, brief interventions, and referrals to treatment—or SBIRT
  - Cardiac screening and treatment protocols
  - Asthma protocols intended to treat acute episodes and prevent future hospital use
Hospitals are Implementing New Approaches to Address Hospital ED Overcrowding

• Creative staffing approaches

• Innovative screening practices

• Improvements with patient flow

• Discharge lounges to relieve inpatient beds

• And more…