

ED Utilization Reasons for Non-Urgent Health Concerns Identified by Patients at ECU Family Medicine

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Disclosures

Nothing to Disclose

Introduction

Problem: Patients of ECU Family Medicine Center are using the Minor ED and ED for health concerns that can be addressed at ECU FMC.

- Annually, the US spends \$8.3 billion on ED patients that could be treated in alternative healthcare settings (HFMA).

Aims

- 1: Understand why FMC patients with non-urgent health concerns choose the ED over their PCP to identify an effective and specific intervention to decrease non-urgent ED usage.
- 2: After data collection and analysis, consult with FMC healthcare professionals to identify and implement efficient intervention(s) by February 2020 to decrease non-urgent ED usage by 10%.

Methods

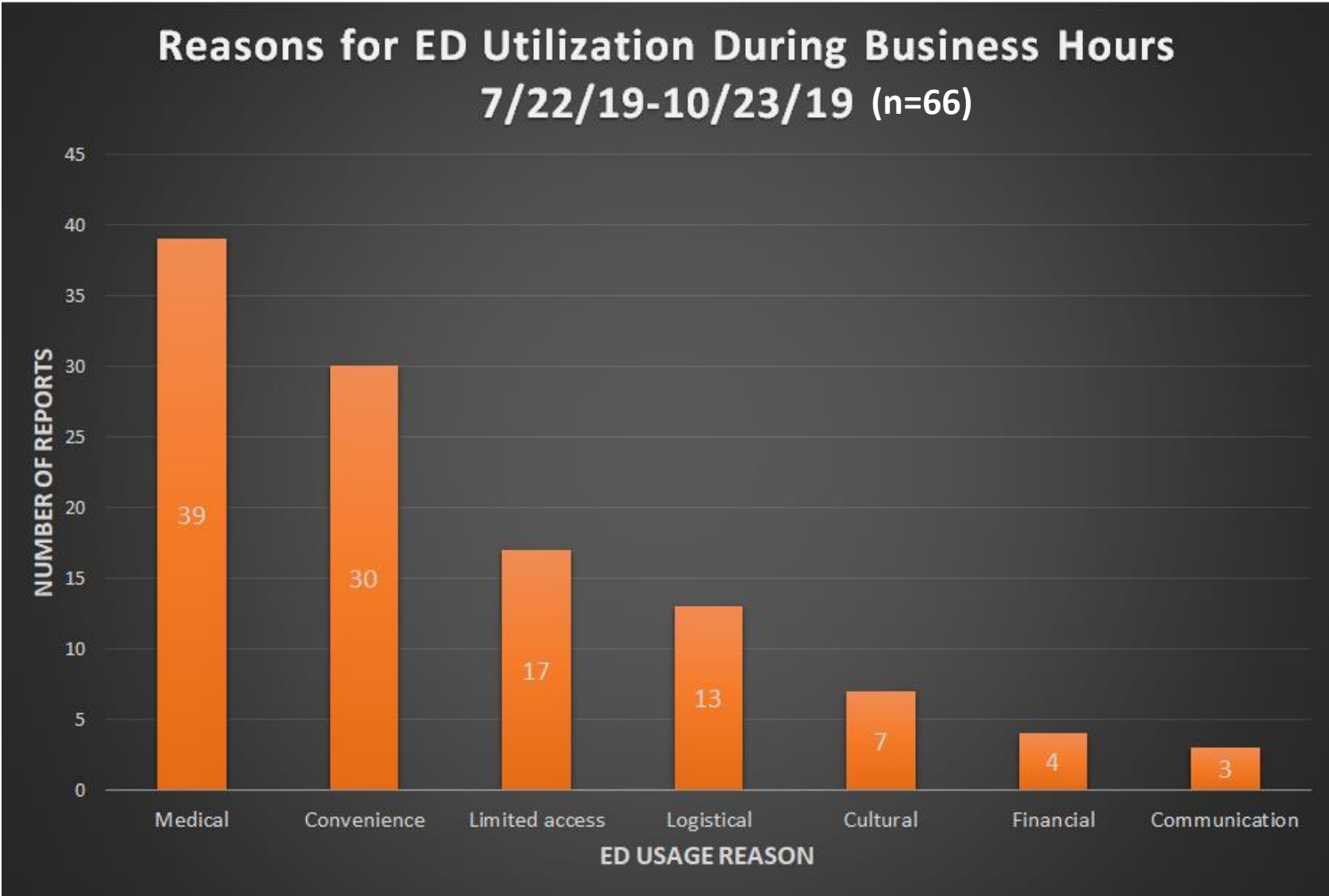
Participants

FMC Patients visiting the Vidant EDs on weekdays (July 2019- October 2019) compiled from EPIC’s “Patients Discharged from Vidant Hospital EDs” report.

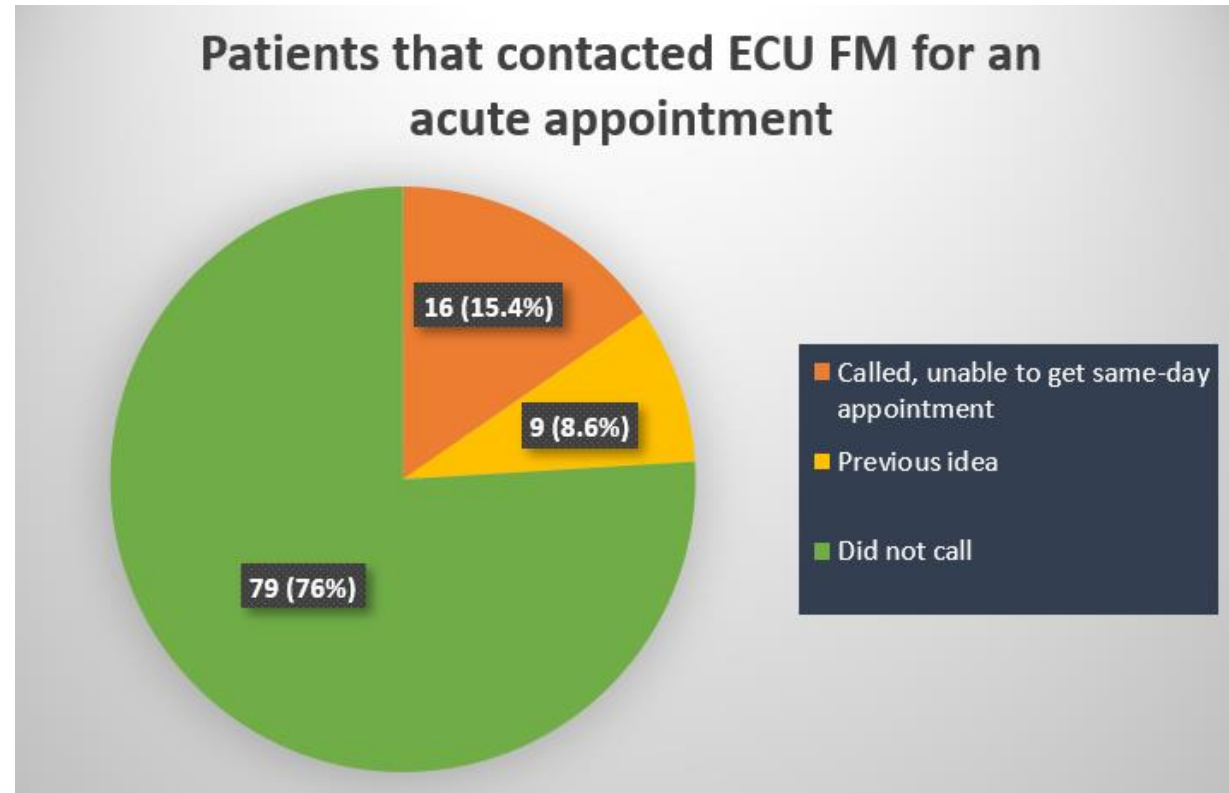
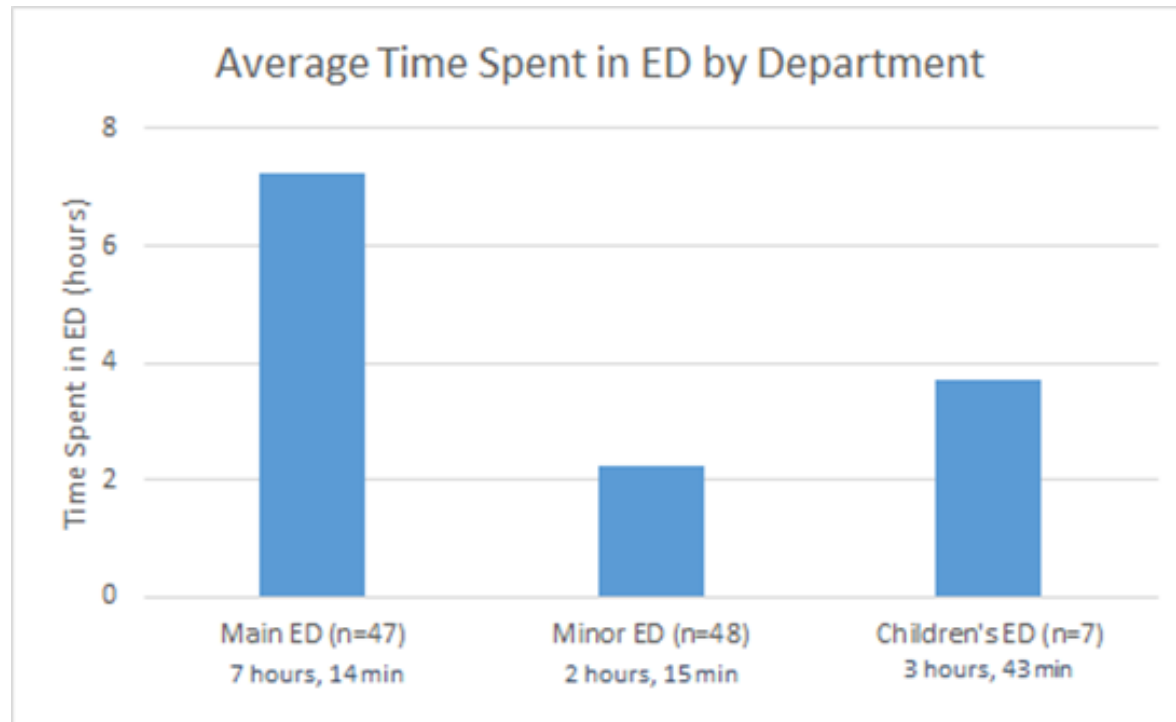
1. Created phone interview script.
2. Defined “urgent ED visits”.
3. Generated list of FMC patients discharged from Vidant Hospital EDs on EPIC.
4. Conducted retrospective telephone interviews (n=109).
5. Analyzed interviews to determine **major reasons for ED usage, ED department wait times, and patient use of FMC acute appointments.**

| ED Utilization Reason | Subcategories |
|-----------------------|--|
| Medical | Perceived severity |
| | Sent by provider |
| Limited access | After hours |
| | No acute-visit or same-day appointment available |
| | Can't see PCP |
| Logistical | Work conflicts |
| | Transportation |
| | Distance |
| Convenience | No appointment required/ “walk-in-clinic” |
| | Treated today not tomorrow |
| Financial | Insurance |
| Communication | Slow response to phone-call/My-chart |
| Cultural | ED is better than PCP |
| | ED is faster |
| | Minor ED is urgent care |

Results



Results



Conclusion

- **Perceived severity** is the most identified reason to use the ED over PCP.
- Majority of patients are **not** contacting FMC for acute appointments.
- Average time of visit in Minor ED is **significantly shorter** than the average time of visit at Main ED.