

A Household Centered Care and Community Partnership Approach to Reducing Emergency Department Utilization

Jessica Oliveira DMS, MSPA-C, Onelia Lage MD, Rachel Clarke PhD, Ingrid Gonzalez MPH, Prasad Bhoite MPH, MBA, Andres Rodriguez MD, Lourdes M. Rojas PhD, MPH, Catherine Busatto MSPA PA-C, Gregory Schneider MD, Virama Oller, David Brown MD

OBJECTIVES

- Identify social determinants of health (SDoH) that impact chronic disease management and emergency department (ED) overutilization.



BACKGROUND INFO

- Various SDoH contribute specifically to ED overutilization, including economic disadvantage and low health literacy.
- According to Kaiser Permanente, unnecessary ED utilization costs \$32 billion annually
- The Green Family Foundation Neighborhood Health Education Learning Program The FIU NeighborhoodHELP program is a holistic household-centered care* approach to caring for underserved communities in Miami-Dade County that addresses the SDoH by using interprofessional teams.
- NeighborhoodHELP and Baptist Health South Florida formed a partnership to address health inequities in uninsured ED utilizers with chronic medical conditions in the community

*Household-centered care identifies and manages the SDoH of a household that affects health outcomes of the individual members



METHODOLOGY

- Patients who were identified as uninsured and had a history of frequent ED utilization at South Miami Hospital or West Kendall Baptist Hospital were referred to the NeighborhoodHELP program.
- Patients were also referred through community sources in South Miami.



- Enrolled patients receive a range of services through the collaborative efforts of outreach, FIU Mobile Health Center (MHC) staff, and interprofessional student teams, such as:
 - Culturally appropriate education on disease management and nutrition
 - Care coordination of high-risk patients by the Physician Assistant;
 - Connection to services to address social needs such as food insecurity, legal, and transportation needs.
- HWCOC provided BHSF with a list of household members who were ever enrolled in the South Miami and West Kendall programs.
- Using the HWCOC list, BHSF provided data for utilization of any BHSF service throughout the entire collaboration period.
- Pre-Post enrollment comparative ED analysis was used to assess the change in avoidable ED utilization for participants who had a year of data pre- and post- enrollment in the program.



FIU | Green Family Foundation
NeighborhoodHELP®
FLORIDA INTERNATIONAL UNIVERSITY

Disclosure: None of the authors of this presentation have had any relevant financial or other relationships with an ineligible company now or within the past 12 months.

PROJECT RESULTS

- In partnership with BHSF, NeighborhoodHELP has shown an overall reduction in avoidable ED utilization of 49% for participants enrolled in West Kendall in 2018 and 2019.

Within 1-Year Prior to Enrollment	Within 1-Year After Enrollment	Reduction Compared to 1-year Prior to Enrollment
104	53	51 (49%)

- The majority of the households enrolled in South Miami had no ED visits because they did not meet eligibility criteria for data analysis.
 - Previously enrolled participants who have avoidable ED visits were insured or seen by an outside PCP.

CONCLUSION

- Preliminary results suggest that providing culturally appropriate interprofessional team-based primary care while addressing the SDoH, can lead to decreased ED utilization among uninsured and underserved patients.
- The BHSF-NeighborhoodHELP partnership demonstrates the importance of collaborative efforts among community stakeholders in order to build and maintain a healthy community
- Beyond reductions in ED utilization, NeighborhoodHELP's impact extends to promoting health, resilience, wellbeing, and disease prevention in the communities served.



REFERENCES

- Greer, P. J., Jr, Brown, D. R., Brewster, L. G., Lage, O. G., Esposito, K. F., Whisenant, E. B., Anderson, F. W., Castellanos, N. K., Stefano, T. A., & Rock, J. A. (2018). Socially Accountable Medical Education: An Innovative Approach at Florida International University Herbert Wertheim College of Medicine. *Academic medicine : journal of the Association of American Medical Colleges*, 93(1), 60–65. <https://doi.org/10.1097/ACM.0000000000001811>
- Hansagi H, Olsson M, Sjoberg S, et al. Frequent use of the hospital emergency department is indicative of high use of other health care services. *Ann Emerg Med* 2001;37:561–7.
- Kaiser Family Foundation. (2012). Focus on health care disparities. Menlo Park, CA: The Henry J. Kaiser Family Foundation.
- NYU Wagner Graduate School of Public Service . 2016. "NYU ED Algorithm Information Page" [accessed on June 7, 2021]. Available at <http://wagner.nyu.edu/faculty/billings/nyued-articles>