## Improving Health and Wellbeing outcomes among high users of emergency departments



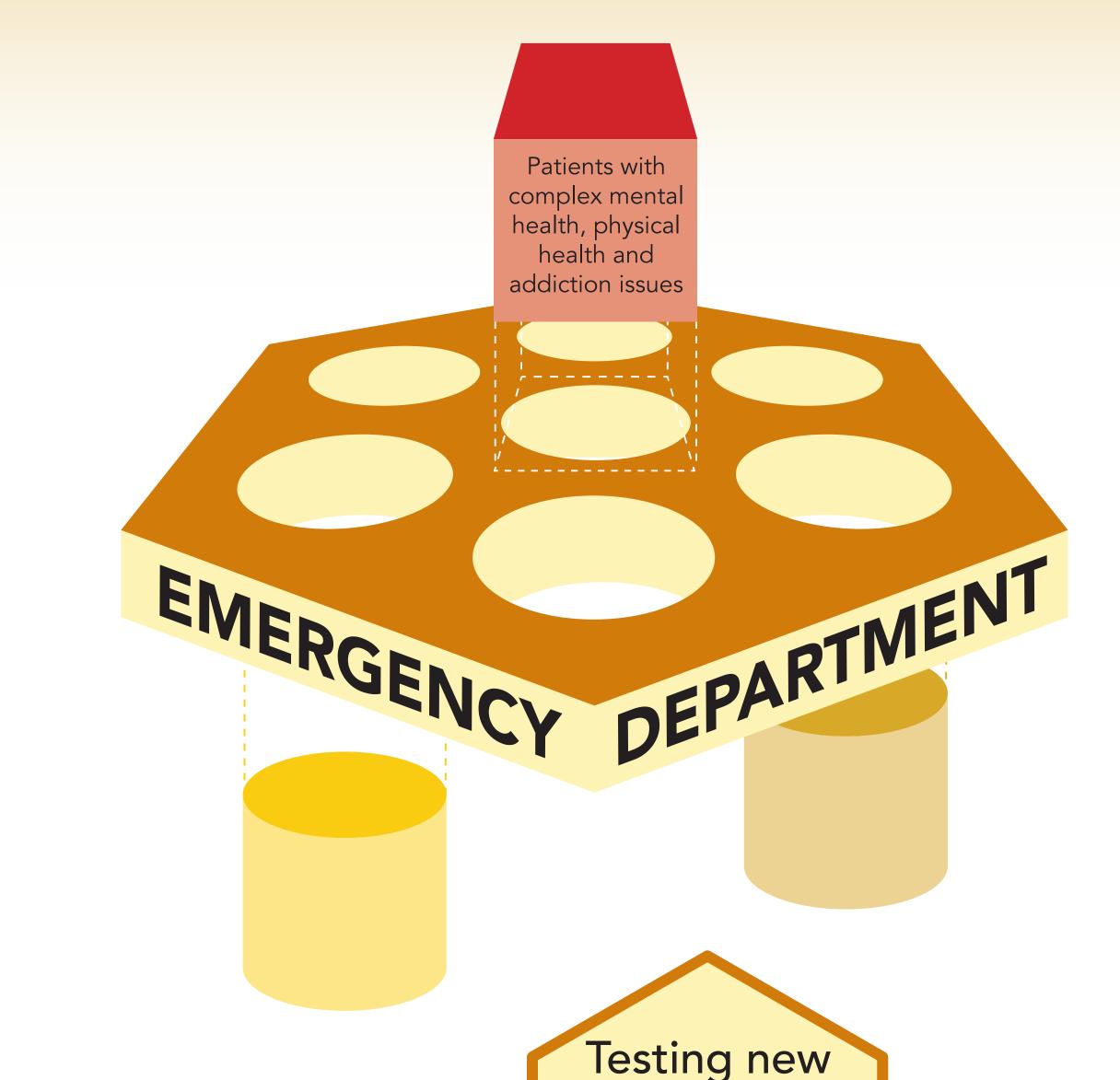
#### **Transformational Change**

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

Baseline
Data collated
for 3 NHS
Lanarkshire
ED sites

1100 people identified as High Resource Users (June - Aug 2018)

University
Hospital
Wishaw
identified
as test site

26 individuals identified as intensive users

Lead Nurse and Senior Improvement Officer invited patients to

participate in person centred holistic review of their care.

within their

community

models of care
with patients
including:
Improve health
and wellbeing outcomes;
Focus on prevention,
anticipation and supported
self management;
Redirection into
appropriate services;
Support and

Support and encourage engagement throughout transition

#### 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.

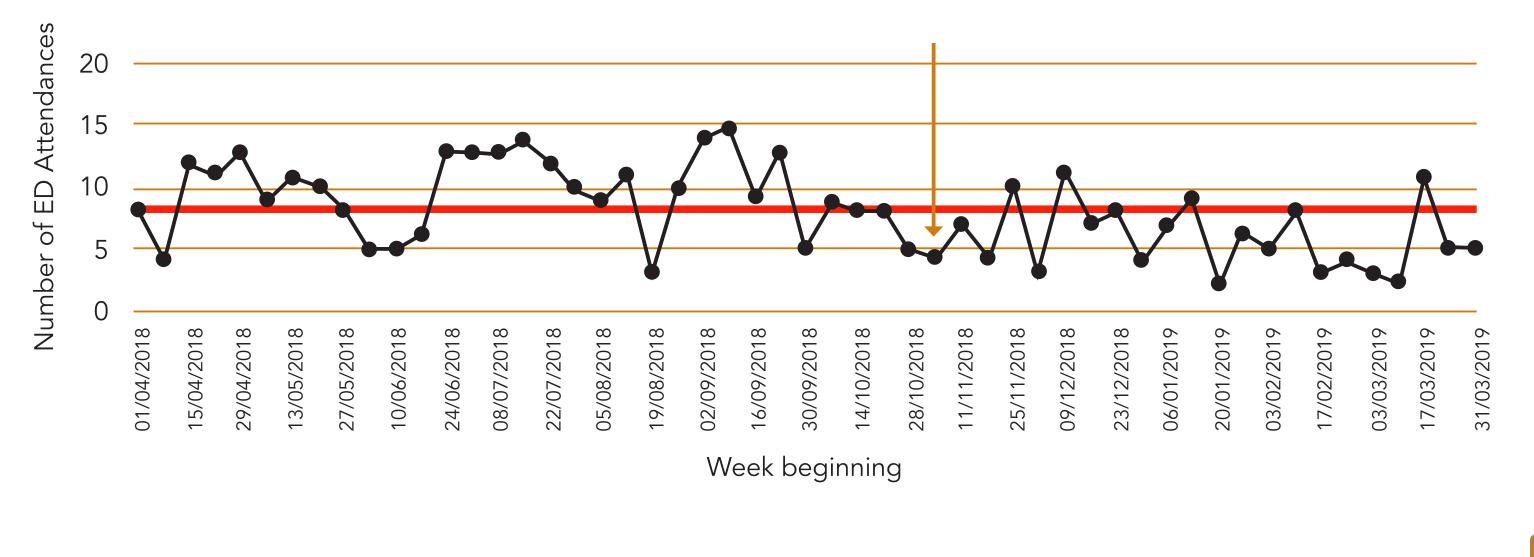
Individuals report that they have found their person centred reviews beneficial:

Knowing
the support is
there has helped
me to stop using
alcohol and drugs.
I don't feel I
need to go to
hospital.

I feel that you are the only people who have listened to me.

I feel more able to cope.

I don't feel alone anymore.



# What happens next?

**UHW Number of** 

**Attendances at ED** 

Weekly number of attendances

**High Resource** 

- 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

