



Emergency Department Behavioral Health Utilization

MountainView Regional Medical Center
(2012-2015)



Hospital Overview

| | |
|-----------------------------|--------|
| • Inpatient Beds | 168 |
| • Psychiatric Beds | 0 |
| • Emergency Department Beds | 10 |
| • Fast Track Beds | 5 |
| • Annual ED Visits (2014) | 34,560 |



- Joint Commission Primary Stroke Center, 2012-2015
- Total Hip and Joint Accredited, Joint Commission, 2012-2015
- Society of Chest Pain Centers Chest Pain with PCI Certified, 2011-2015
- World Health Organization Baby Friendly, 2014
- Bariatric Program Accredited , Joint Commission, 2014-2015

Summary of Findings



- **ED Behavioral Health Annual Avg Visits: 2098**

- 2012 (1506) – 2013 (1617) - 2014 (2584) – 2015 (2684)*
- Increase of 41%



- **ED Visits with Concurrent Substance Abuse: 55%**

- 2012 (60%) – 2013 (58%) - 2014 (56%) – 2015YTD (49%)
- Decrease of 11%



- **ED to Inpatient Admit Transfer Annual Avg: 299**

- 2012 (272) – 2013 (226) - 2014 (327) – 2015YTD (372)*
- Increase of 27%



- **ED Avg Length of Stay for Behavioral Health Transfers: 8.7 hrs (524 min)**

- 2012 (377) – 2013 (404) - 2014 (646) – 2015YTD (671)
- Increase of 4.9 hrs (294 min) - Q4 2013



- **ED “Super-Utilizers” Annual Avg Patients: 65**

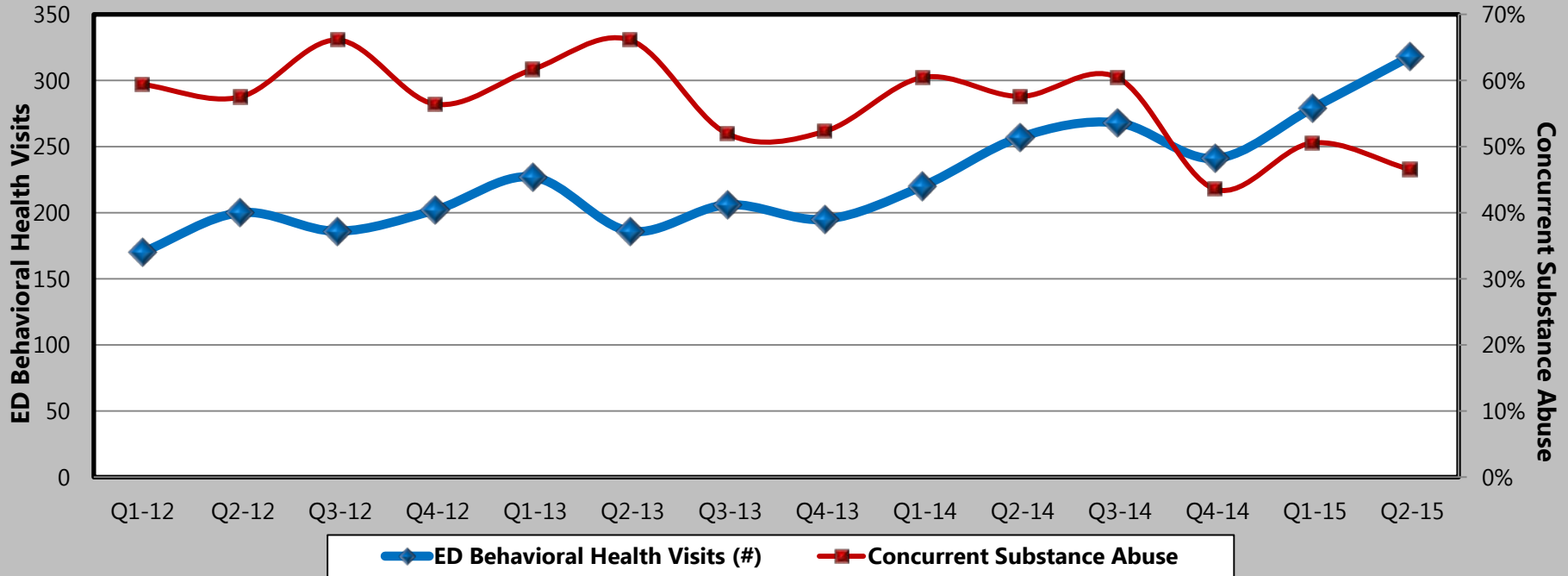
- 2012 (51) – 2013 (51) - 2014 (75) – 2015YTD (84)*
- Increase of 30%

*Annualized for 2015. Data Source: HMS Clinical Information System, Medhost EDIS

ED Behavioral Health

ED Visits & Concurrent Substance Abuse

(Q1-2012 to Q2-2015)



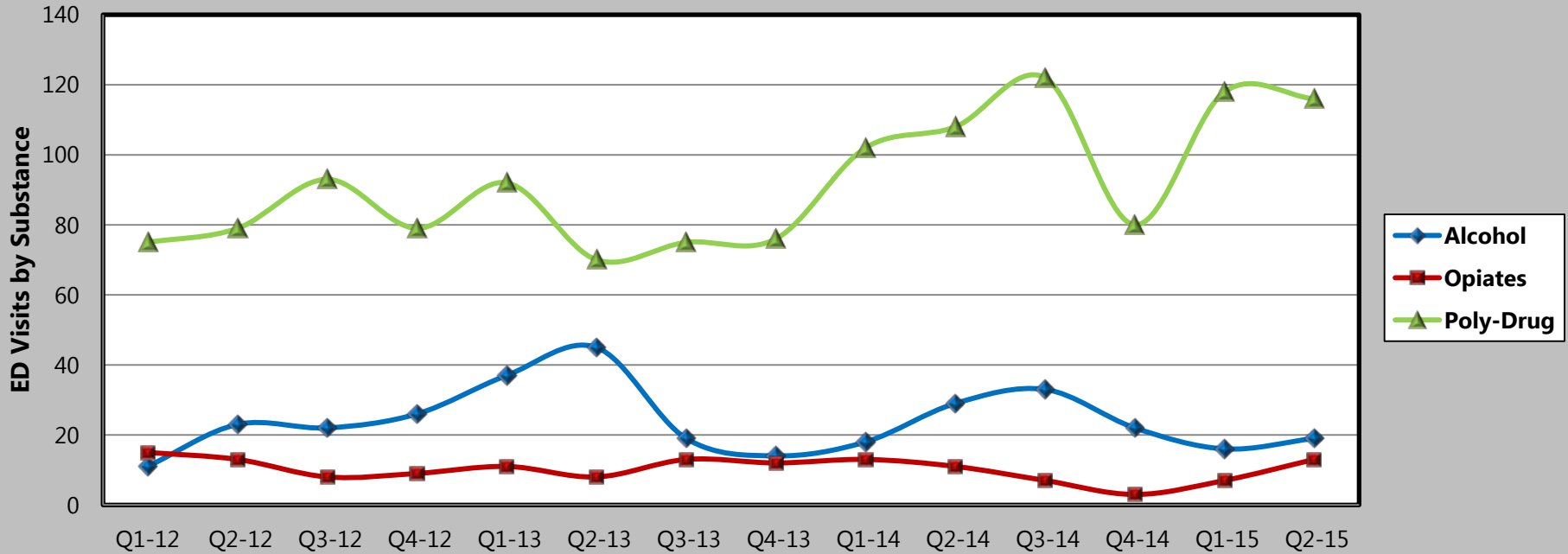
| | 2012 | | | | 2013 | | | | 2014 | | | | 2015 | | | |
|-----------------------------------|------|-----|-----|-----|------|-----|-----|-----|------|-----|-----|-----|------|-----|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| ED Visits | 170 | 200 | 186 | 202 | 227 | 186 | 206 | 195 | 220 | 257 | 268 | 241 | 279 | 318 | | |
| Concurrent Substance Abuse | 59% | 58% | 66% | 56% | 62% | 66% | 52% | 52% | 60% | 58% | 60% | 44% | 51% | 47% | | |

Visit Increase of 41% & Concurrent Substance Abuse Decrease of 11%

ED Visits by Substance

Number of Substance Use Visits

(Q1-2012 to Q2-2015)

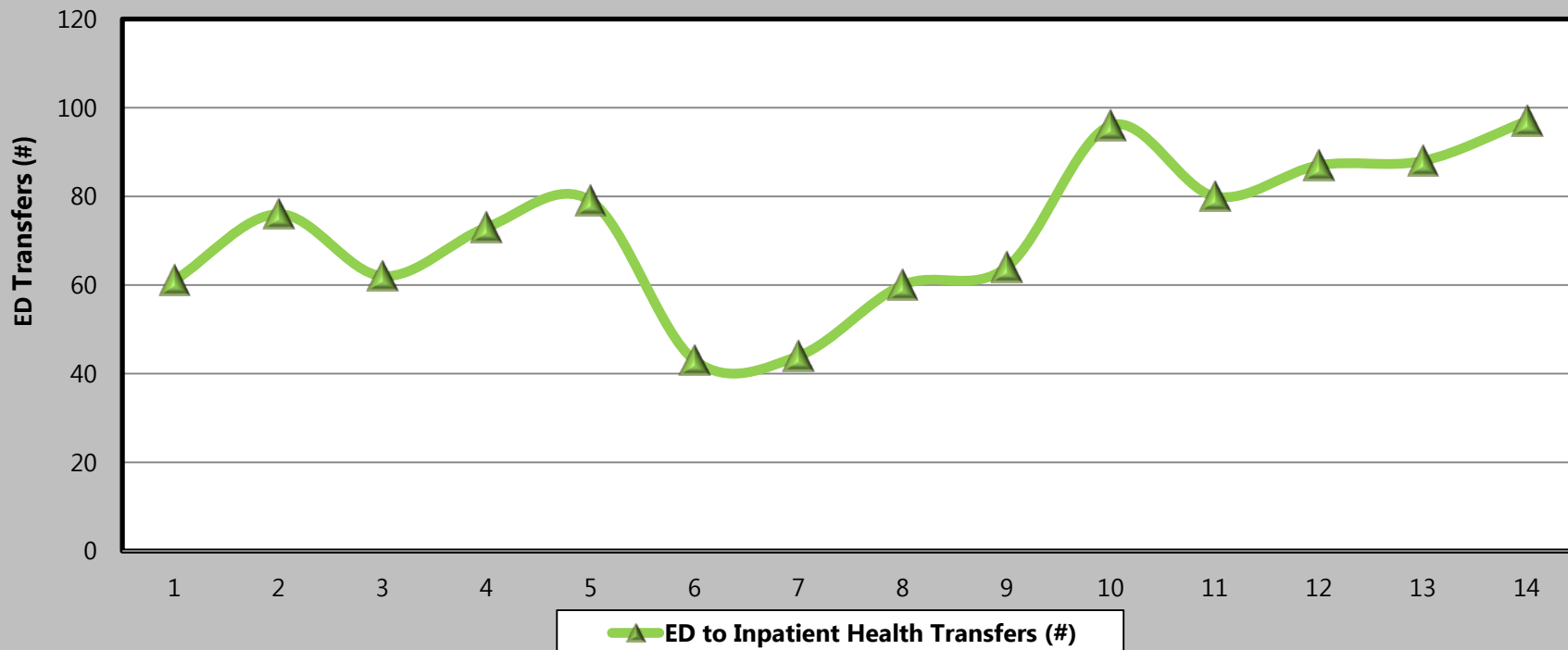


| | 2012 | | | | 2013 | | | | 2014 | | | | 2015 | | | |
|------------------|------|----|----|----|------|----|----|----|------|-----|-----|----|------|-----|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Alcohol | 11 | 23 | 22 | 26 | 37 | 45 | 19 | 14 | 18 | 29 | 33 | 22 | 16 | 19 | | |
| Opiates | 15 | 13 | 8 | 9 | 11 | 8 | 13 | 12 | 13 | 11 | 7 | 3 | 7 | 13 | | |
| Poly-Drug | 75 | 79 | 93 | 79 | 92 | 70 | 75 | 76 | 102 | 108 | 122 | 80 | 118 | 116 | | |

Connection to Care

ED Behavioral Health Transfers for Admission

(Q1-2012 to Q2-2015)



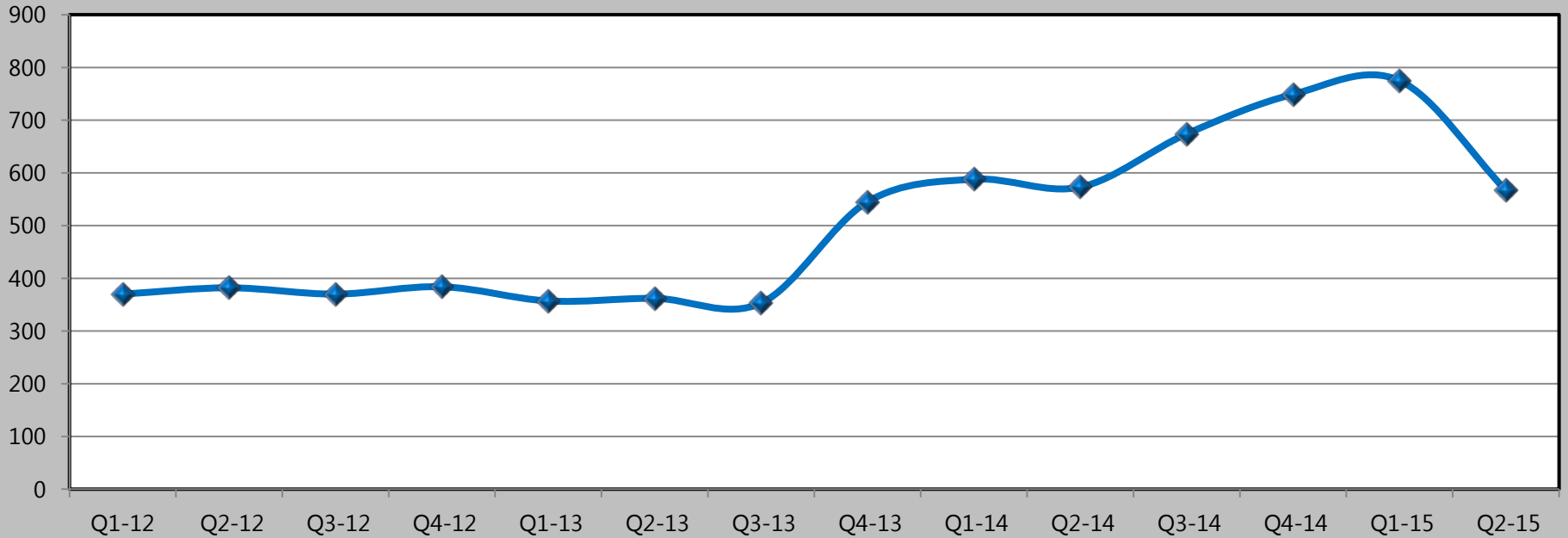
| | 2012 | | | | 2013 | | | | 2014 | | | | 2015 | | | |
|---------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| ED to BH Admit Transfers | 61 | 76 | 62 | 73 | 79 | 43 | 44 | 60 | 64 | 96 | 80 | 87 | 88 | 97 | | |

Increase of 27% 2012-2015

ED Utilization

ED Length of Stay - Behavioral Health Admit

(Q1-2012 to Q2-2015)

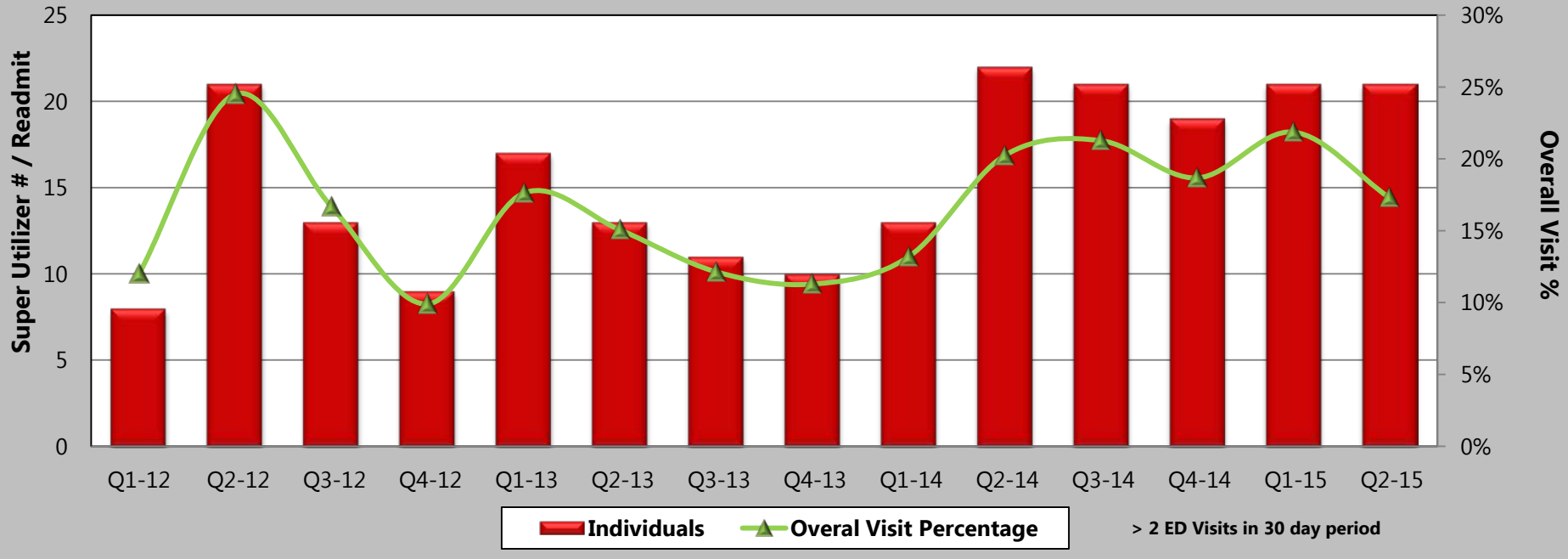


| | 2012 | | | | 2013 | | | | 2014 | | | | 2015 | | | |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| ED Length of Stay (Minutes) | 370 | 382 | 370 | 384 | 357 | 362 | 353 | 545 | 588 | 573 | 674 | 749 | 775 | 567 | | |

Increase of 4.9 hrs (294 min) 2012-2015

ED Super-Utilizers

Super Utilizers
(Q1-2012 to Q2-2015)



| | 2012 | | | | 2013 | | | | 2014 | | | | 2015 | | | |
|---------------------------------|------|-----|-----|-----|------|-----|-----|-----|------|-----|-----|-----|------|-----|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
| Individuals | 8 | 21 | 13 | 9 | 17 | 13 | 11 | 10 | 13 | 22 | 21 | 19 | 21 | 21 | | |
| Overall Visit Percentage | 12% | 25% | 17% | 10% | 18% | 15% | 12% | 11% | 13% | 20% | 21% | 19% | 22% | 17% | | |

ED "Super-Utilizer" increase of 4% of all Behavioral Health 2012-2015