**Filling the Gaps:**

How “Super Utilizers” Received Care Through a Hospital/School of Nursing Partnership

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**Goals of Super Utilizer Program**

- Increase client utilization of community and primary care services
- Decrease charges incurred from non-emergency Department visits through improved utilization of services
- Improve client health status and education
- Support embedded School of Nursing and growth of profession
- Provides “real life” clinical experience to students in new models of care developed for health care reform
- Uses a zero-cost resource for health coach role

**Program Collaboration:**

**Continuum of Care Department**

- Started in 2011
- Focus on care transitions strategies across health care continuum for patients
- Optimize care coordination and efficiency of health care delivery
- Reduce readmission rates
- Collaborate with hospital, clinic, and community partners
- Includes Health Connections (System Call Center), Inpatient Adult Care Management, Social Work, Surgical/Procedural Navigators, Palliative Care, Managed Care Managers, and Safety Net Coordinator

**Emergency Department**

- 36 bed department
- 6 quick care rooms
- 2 trauma bays
- 8 bed observation unit
- 15 physicians
- 14 Advanced Practice Providers
- 95 clinical nurses
- American College of Surgeons verified Level II Trauma Center
- ED built to serve 50,000 clients per year
- Currently serving up to 64,000 clients per year
- Average daily census is 176 clients
- 3% of ED visits have a behavioral health associated chief complaint

**Baker University School of Nursing**

- BSN Program
- Total enrollment size for 2014 is 164 students
- Top NCLEX pass rate in the State of Kansas
- December 2013: 100% and May 2014: 94%
- Graduate Hire rate for May 2014: 84%
- Main Campus in Baldwin City, Kansas
- History with Hospital
  - Christ’s Hospital
  - J.C. Stormont School of Nursing
  - Stormont Hospital School of Nursing
  - St. Mary of the Plains
  - Baker University since August 1991

**“Change Project” Identified**

Part of Leadership course for 4th year students

- Partnered with Continuum of Care in Spring 2013 for Change Project to redesign outpatient Zionaice clinic
- Looking for more ways to continue partnership to provide unique student experiences to be part of health care initiatives

**“Super Utilizers” Identified**

- Emergency Department experiencing increase in non-emergency visits from “Super Utilizer” population
- How do we redirect clients to the most appropriate care setting?
- Partnership with Continuum of Care, Emergency Department and Baker University

**Program Process**

- Analysis of data for “Top 50” ED utilizers for benchmark year
- Assign 2 students to 1 Super Utilizer client
- Assign 1 rule for each student pair for 24/7 coverage
- Assign Team Project focused on Super Utilizer population needs
- Present project goals to students and provide resources
- Provide training on motivational interviewing and poverty
- Students perform case review on client assigned

**Outcomes: Data Analysis**

**Fall 2013**

- Visit Reduction: 712
- Post Program Projected ED visits: 456
- Decrease ED utilization by 260 visits or 36%
- Charge Analysis
  - Pre Program Charges: $2,451,054.05
  - Post Program Projected Charges: $1,716,475.74
  - Charge Reduction of $734,578.31 or 30%

**Spring 2014**

- Visit Reduction
  - Pre-Program Actual Visits: 654
  - Post-Program Projected Visits: 462
  - Decrease ED utilization by 192 visits or 27%
- Charge Analysis
  - Pre Program Charges: $1,514,541.11
  - Post Program Projected Charges: $724,078.20
  - Charge Reduction of $430,462.91 or 37%

**Outcomes: Innovative Solutions**

- Pain Management Care Pathway
- Student Loan Forgiveness
- Volunteer Hours at Library
- Resume and Job Tracking
- Support Group Suggestions
- Applying for Housing
- Resources for Traumatic Brain Injury Patients

**Outcomes: Shared Experiences**

- Baker University School of Nursing
  - Reality of gaps in care with the client
  - Career development and potential future SVHC employment
  - Enhance knowledge and potential for other student involvement in organizational processes
  - Provides greater understanding of population needs and system opportunities
  - Better ability to personalize care in ED
  - Reduction of patients to correct resources within the system

- Stormont-Vail HealthCare
  - Identifies gaps in system
  - Provides greater understanding of population needs and system opportunities

**References**


