High Utilizer Care Plan Project:
A Network Initiative to Decrease Inappropriate Healthcare Resource Utilization Among High Risk Patients

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Background

- Baseline data on a small group of patients confirmed St. Luke’s needed a unified process to mitigate the ineffective cycle of care for patients identified as high utilizers
- Many patients found utilizing ED Services more than 24 times a year, often with the same testing and imaging resources performed
- The use of an individualized care plan initially came from a research article written by Duke University Medical Center. Further literature review supported this as a proven solution

Plan

- Create a High Utilizer Care Plan (HUCP) that would live in the Electronic Health Record (EHR) and be immediately available upon chart access
- Create BPA (Best Practice Advisory) to alert provider of presence of current High Utilizer Care Plan
- Care plan will allow for providers to see what treatment/testing has already been done for the patient and guidelines for appropriate care in one quick note

Do & Check

Workflow:

- Patient referred to high utilizer care plan committee for discussion & review
- HU committee approves patient care plan, adds a “High Utilizer” FYI flag in EHR
- Care management staff upload the care plan as a designated “high utilizer care plan” note in EHR
- Quick filter button added to Notes section for clinicians to quickly filter and find the note (See upper right)
- Emergency department clinicians alerted to the note via BPA (see below) and link provided direct to view note

Including the patient:

- Patient included on creation and approval of high utilizer care plan
- Patients dissatisfied when a care plan is written but grateful when clinicians collaborate with them on how St. Luke’s can invest the right care teams to support their health and social welfare

Act

As of January 2020 there were 100+ patients with active High Utilizer care plans.

Of patients with a HUCP for at least 12 months:

- 43% of patients reduced ED Visits by 50%
- 62% of patients reduced IP Stays by 25%
- 32% of patients reduced OP visits by 50%
- 65% of patients reduced Imaging by 25%
- 61% of patients reduced total charges by 25%
- Overall savings of total charges of $8 Million and reduction by 47%