



ETSU Health

Mar. 15, 2021

ETSU Population Health: Q1 Weekly

ACO: ED Utilization Data

As part of our collaborative efforts to provide high-quality care, our ACO has provided the following ED utilization data for review. This heat map demonstrates avoidable ED visits across all Ballad Health facilities for 2020. This data is only reflective of ED encounters without an inpatient admission for our traditional Medicare patients.

By identifying utilization trends, our ACO hopes to use this data to guide more targeted intervention for reducing unnecessary and costly ED visits. We are also beginning to look at trends for other variables, including diagnosis and mode of transportation. Given the number of ED visits during business hours, the ACO is recommending that we review our phone triage practices, to ensure patients are aware that they can call the office for a same-day appointment. We have attached a training slide deck that may be used as a refresher for current employees, or for onboarding new staff. This slide deck is courtesy of the ACO, so feel free to make any changes as appropriate for your office

Number of Encounters by Day of Week and Hour of Day										Percentage of Encounters by Day of Week and Hour of Day									
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total		
12 AM	29	31	29	21	23	22	23	178	12 AM	2.7%	2.4%	2.5%	1.8%	2.0%	1.8%	2.1%	2.2%		
1 AM	20	19	17	22	20	21	17	136	1 AM	1.9%	1.5%	1.4%	1.8%	1.7%	1.7%	1.6%	1.7%		
2 AM	16	13	8	19	12	11	21	100	2 AM	1.5%	1.0%	0.7%	1.6%	1.0%	0.9%	1.9%	1.2%		
3 AM	18	13	18	10	13	18	15	105	3 AM	1.7%	1.0%	1.5%	0.8%	1.1%	1.5%	1.4%	1.3%		
4 AM	21	2	10	14	14	21	10	92	4 AM	2.0%	0.2%	0.8%	1.2%	1.2%	1.7%	0.9%	1.1%		
5 AM	11	17	18	18	17	16	7	104	5 AM	1.0%	1.3%	1.5%	1.5%	1.5%	1.3%	0.6%	1.3%		
6 AM	15	15	16	19	20	6	18	109	6 AM	1.4%	1.2%	1.4%	1.6%	1.7%	0.5%	1.6%	1.3%		
7 AM	28	32	25	22	21	29	21	178	7 AM	2.6%	2.5%	2.1%	1.8%	1.8%	2.4%	1.9%	2.2%		
8 AM	34	45	24	45	43	32	37	260	8 AM	3.2%	3.5%	2.0%	3.8%	3.7%	2.7%	3.4%	3.2%		
9 AM	61	75	63	51	68	79	53	450	9 AM	5.7%	5.8%	5.3%	4.3%	5.9%	6.6%	4.9%	5.5%		
10 AM	68	81	78	77	61	80	61	506	10 AM	6.4%	6.2%	6.6%	6.5%	5.3%	6.7%	5.6%	6.2%		
11 AM	71	100	88	79	88	84	69	579	11 AM	6.7%	7.7%	7.5%	6.6%	7.6%	7.0%	6.3%	7.1%		
12 PM	73	95	93	83	83	85	71	583	12 PM	6.9%	7.3%	7.9%	7.0%	7.2%	7.1%	6.5%	7.1%		
1 PM	71	77	72	91	83	110	84	588	1 PM	6.7%	5.9%	6.1%	7.6%	7.2%	9.2%	7.7%	7.2%		
2 PM	93	99	79	88	82	78	80	599	2 PM	8.7%	7.6%	6.7%	7.4%	7.1%	6.5%	7.3%	7.3%		
3 PM	50	101	76	85	80	79	79	550	3 PM	4.7%	7.8%	6.5%	7.1%	6.9%	6.6%	7.2%	6.7%		
4 PM	62	82	91	89	65	68	60	517	4 PM	5.8%	6.3%	7.7%	7.5%	5.6%	5.7%	5.5%	6.3%		
5 PM	62	85	74	75	78	88	61	523	5 PM	5.8%	6.5%	6.3%	6.3%	6.7%	7.3%	5.6%	6.4%		
6 PM	59	76	59	58	67	53	63	435	6 PM	5.5%	5.8%	5.0%	4.9%	5.8%	4.4%	5.8%	5.3%		
7 PM	76	63	67	60	65	62	63	456	7 PM	7.1%	4.8%	5.7%	5.0%	5.6%	5.2%	5.8%	5.6%		
8 PM	46	60	51	54	58	55	54	378	8 PM	4.3%	4.6%	4.3%	4.5%	5.0%	4.6%	4.9%	4.6%		
9 PM	32	52	46	49	31	46	40	296	9 PM	3.0%	4.0%	3.9%	4.1%	2.7%	3.8%	3.7%	3.6%		
10 PM	29	36	35	38	42	30	49	259	10 PM	2.7%	2.8%	3.0%	3.2%	3.6%	2.5%	4.5%	3.2%		
11 PM	19	33	41	24	25	28	36	206	11 PM	1.8%	2.5%	3.5%	2.0%	2.2%	2.3%	3.3%	2.5%		
Total	1,064	1,302	1,178	1,191	1,159	1,201	1,092	8,187	Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

Encounters by Month and Hour of Day																									
	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	Total
Dec	18	13	5	11	6	4	9	5	12	30	43	38	40	42	32	44	27	48	28	32	29	19	12	13	560
Jan	24	17	14	13	15	14	13	19	36	43	52	64	53	83	74	53	62	55	46	46	33	28	35	23	915
Feb	17	12	11	8	11	10	11	18	30	42	47	64	73	54	67	51	53	45	56	58	41	25	23	23	850
Mar	13	15	4	11	10	10	8	16	21	44	43	50	54	52	51	54	47	41	39	43	42	32	25	18	743
Apr	10	9	5	6	2	9	9	6	18	34	22	31	35	35	41	33	32	37	35	30	27	17	16	22	521
May	14	11	10	6	12	13	10	10	18	34	41	36	57	38	58	44	35	27	22	40	33	18	22	13	622
Jun	14	12	10	9	2	7	10	17	12	45	41	52	47	51	51	40	56	48	43	32	27	28	25	17	696
Jul	15	7	7	5	7	10	8	15	24	40	45	61	65	63	53	41	51	54	35	44	34	29	17	18	748
Aug	15	12	5	9	10	6	12	21	26	31	40	48	49	43	47	57	38	50	36	29	26	24	19	22	675
Sep	16	14	11	6	7	8	8	17	23	42	51	46	35	38	41	51	42	46	33	36	32	33	21	10	667
Oct	11	6	9	14	6	8	3	17	24	37	40	42	38	56	46	42	40	33	35	40	24	25	21	15	632
Nov	11	8	9	7	4	5	8	17	16	28	41	47	37	33	38	40	34	39	27	26	30	18	23	12	558
Total	178	136	100	105	92	104	109	178	260	450	506	579	583	588	599	550	517	523	435	456	378	296	259	206	8,187