Emergency! How to Re-Route Frequent Flyers Who Chronically Depend on 911 for Non-Emergency Care
Objectives

Define the issue and the gaps in care that cause it

Examine the prevalence of this problem and its costs

Explore ways to repair the plan of care and stop the cycle

Learn about creative programs designed to reduce the frequency of non-urgent visits to the Emergency Department
Who Are Frequent Flyers?
Community-based individuals who lack appropriate support to meet needs

- The Elderly
- The Mentally Ill
- Chronically ill or in pain

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How Large a Problem Is It?

1. Nationally, 13.7 percent to 27.1 percent of all ED visits are non-urgent.

2. Per the San Diego Medical Office, 17% of all paramedic and ambulance calls originate from “super users”.

3. In 2008, 21 individuals in Ft. Worth, TX, called for an ambulance 800 times.
Who Pays?

Taxpayers – only 1 in 4 super users has some form of insurance

Medicaid/Medicare

No caps/no limits

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And What Now With Affordable Care?

New initiatives to halt readmissions

More preventive care in the community

Cost-cutting drive

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Grounding Frequent Flyers

Lifecare Management is effective at removing obstacles to care

Identify the issues

Find alternatives

A great savings for hospitals, municipalities
Emphasis on Prevention

- Programs focus on non-emergency alternatives
- Educate super users on non-urgent options
- Find alternative transportation
- Meet the needs in the community, not the hospital

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Proactive Rather than Reactive

- Identification, intervention
- Set up services, contacts outside the EMS system
- Rely on professionals in the community
- Money saved, lives saved
- Programs don’t wait for the 911 call

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