THE IMPACT OF EMERGENCY DEPARTMENT BOARDING

Health Policy Fellowship
September 21, 2013
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Quality Health Care

- Centers for Medicare and Medicaid Services
- New Benchmarks
- Will Impact Payments to Hospitals
- Challenges
Quality Health Care

What Is “Boarding?”
Emergency Department Trends

Trends in Emergency Care, 1994–2004

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<tbody>
<tr>
<td><strong>Number of visits in thousands</strong></td>
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<tr>
<td>Emergency departments</td>
<td>96,545</td>
<td>108,017</td>
<td>123,761</td>
<td>28%</td>
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<td>Physician offices</td>
<td>697,082</td>
<td>823,542</td>
<td>955,969</td>
<td>37%</td>
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<td>Hospital outpatient departments</td>
<td>67,232</td>
<td>83,289</td>
<td>109,889</td>
<td>63%</td>
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<tr>
<td><strong>Number of visits per 100 persons</strong></td>
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<tr>
<td>Emergency departments</td>
<td>37</td>
<td>40</td>
<td>42</td>
<td>14%</td>
</tr>
<tr>
<td>Physician offices</td>
<td>271</td>
<td>304</td>
<td>315</td>
<td>16%</td>
</tr>
<tr>
<td>Hospital outpatient departments</td>
<td>26</td>
<td>31</td>
<td>36</td>
<td>38%</td>
</tr>
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**Figure 2: Use of Ambulatory Medical Care Services by the U.S. population, 1995-2008.** Source: CDC/NCHS, National Ambulatory Medical Care Survey and National Hospital Ambulatory Medical Care Survey, as reported in Health, United States, 2010
Effects of “Boarding”

- What really happens in the Emergency Department......
Joint Commission Standards

- Movement of patients in the hospital
- Back-up plans when inpatient bed not ready
- Plans for patients in overflow areas
- Specific criteria for ambulance diversion
- Develop measurable goals
- Review the goals
- Have an action plan

(Calloway, 2012)
CMS New Quality Measures

- Emergency Department wait times
- Emergency Department admit times

- Patient median time from ED arrival to ED departure for discharged patients (calendar year [CY] 2013).
- Door-to-diagnostic evaluation by a qualified medical professional (CY 2013).
- Patient left before being seen (CY 2013).
- Median time from ED arrival to ED departure for admitted patients (FY 2014).
- Median time from admit decision time to time of departure for admitted patients (FY 2014).
Trends of Emergency Department (ED) Performance Measures and Benchmarks

Provider Median Time Data - First Quarter 2012 to Second Quarter 2012

*The benchmarks reported here are unrelated to the 90th percentiles that are published on Hospital Compare for individual measures.

ED-1b: Median Time from ED Arrival to ED Departure for Admitted ED Patients - Reporting Rate

ED-2b: Admit Decision Time to ED Departure Time for Admitted Patients - Reporting Rate

Centers for Medicare and Medicaid Services, 2013
Incentivizing Quality

- New standards will be tied to reimbursement to hospitals
- Potential unintended consequences
- American Medical Association and American Hospital Association commitments
What Happens Next

- Quality is at the center
- Need further data
- Need time to improve
WITHOUT EMERGENCY DEPARTMENTS-
QUALITY IS A MOOT POINT

[Image of a building with the word 'CLOSED' written on it]