



# **2024 EDU**

## **Emergency Department Utilization**

# Observed or Expected Emergency Department Utilization (EDU)

## Measure Description

The risk-adjusted ratio of observed to expected emergency department (ED) visits for patients 18 years of age and older during the current performance period

**Measure Steward:** National Committee for Quality Assurance (NCQA)



18 years of age or older  
who had 3 or fewer ED  
visits during the current  
performance period



Patients who had at least  
1 ER visit during the  
current performance  
period

# Observed or Expected Emergency Department Utilization (EDU)

## Required Exclusions

- Patients in hospice or using hospice benefit anytime during the current performance period

**Note:** Patient ED visits for the following reasons will **not** be included in the denominator:

- Principal diagnosis of mental health or chemical dependency
- Psychiatry
- Electroconvulsive therapy
- Result in an inpatient stay



# Observed or Expected Emergency Department Utilization (EDU)

## Tech Spec Calculation Model & Goal:

Goal is to predict how many ED visits each patient may have during the current performance period

Calculation is determined by HCC comorbidity and uses two separate regression models

1. Predicted Visit Probability (PPV)
2. Predicted Unconditional Count of Visits (PUCV)

# Observed or Expected Emergency Department Utilization (EDU)

## Best Practices

- Educate your patients on the appropriate access to care ie. when to use an urgent care or emergency department
- Offer services such as: telehealth, same day appointments or after hours access
- Encourage annual routine check ups to identify any health conditions, focus on prevention screenings and promote follow-ups as needed
- See patients with chronic diseases quarterly to prevent potential complications and improve disease management compliance





# Knowledge Check

What is the minimum age for patients included in the Emergency Department Utilization measure?

- A) 16 years and older
- B) 18 years and older
- C) 21 years and older
- D) 25 years and older

What is the minimum age for patients included in the Emergency Department Utilization measure?

- A) 16 years and older
- B) 18 years and older
- C) 21 years and older
- D) 25 years and older

Rationale: Focusing on adult patients 18 years and older allows the measure to assess emergency department usage among a population more likely to have a range of health conditions that could potentially be managed outside of the emergency department setting.



Which type of ED visit is excluded from the denominator of the EDU measure?

- A) Visits for minor injuries treated in the ED
- B) Visits resulting from accidents or physical injuries
- C) Visits with a principal diagnosis of mental health or chemical dependency
- D) Visits due to acute respiratory infections

Which type of ED visit is excluded from the denominator of the EDU measure?

- A) Visits for minor injuries treated in the ED
- B) Visits resulting from accidents or physical injuries
- C) Visits with a principal diagnosis of mental health or chemical dependency
- D) Visits due to acute respiratory infections

Rationale: Excluding ED visits for mental health or chemical dependency recognizes the specialized nature of these conditions, which may necessitate emergency care beyond the scope of standard emergency services.

What strategy is recommended to reduce unnecessary ED visits?

- A) Limiting patient access to ED services
- B) Educating patients on the appropriate use of urgent care versus the emergency department
- C) Increasing the cost of ED visits for minor conditions
- D) Reducing the number of available ED departments

What strategy is recommended to reduce unnecessary ED visits?

- A) Limiting patient access to ED services
- B) Educating patients on the appropriate use of urgent care versus the emergency department
- C) Increasing the cost of ED visits for minor conditions
- D) Reducing the number of available ED departments

Rationale: Educating patients on when to seek care at an urgent care center versus an emergency department can help reduce unnecessary ED visits, ensuring that emergency services are used appropriately and efficiently.

Which service is recommended to help reduce unnecessary ED visits?

- A) Annual patient satisfaction surveys
- B) Telehealth and same-day appointments
- C) Monthly health newsletters
- D) Discounted gym memberships

Which service is recommended to help reduce unnecessary ED visits?

- A) Annual patient satisfaction surveys
- B) Telehealth and same-day appointments
- C) Monthly health newsletters
- D) Discounted gym memberships

Rationale: Offering services like telehealth and same-day appointments provides patients with timely access to care, potentially reducing the need for emergency department visits for non-emergency conditions.

How often is it suggested to see patients with chronic diseases to prevent complications and reduce ED visits?

- A) Monthly
- B) Quarterly
- C) Semi-annually
- D) Annually

How often is it suggested to see patients with chronic diseases to prevent complications and reduce ED visits?

- A) Monthly
- B) Quarterly
- C) Semi-annually
- D) Annually

Rationale: Regular quarterly check-ups for patients with chronic conditions can help in effectively managing these diseases, preventing complications that might otherwise lead to unnecessary ED visits.





## QUESTIONS?

Please reach out to **EMAIL:** [carepartnersquality@privahealth.com](mailto:carepartnersquality@privahealth.com)