



# EMERGENCY CARE ANALYSIS

# Emergency Care: Introduction

This section reviews detailed operating statistics of reporting emergency care institutions in the St. Louis City and County area (see Appendix B for a list of 2019 reporting emergency care organizations). All of the reporting organizations are hospital emergency departments. Organizations report total encounters and users, as well as inpatient admissions, non-emergent encounters, left without being seen rates, left against medical advice rates and behavioral health emergency care encounters.

Gateway to Better Health is a limited coverage model that does not include reimbursement for emergency care services. Therefore, emergency department encounters and user volumes occurring among Gateway enrollees in calendar year 2018 are captured in the “uninsured” payor category of the figures presented.

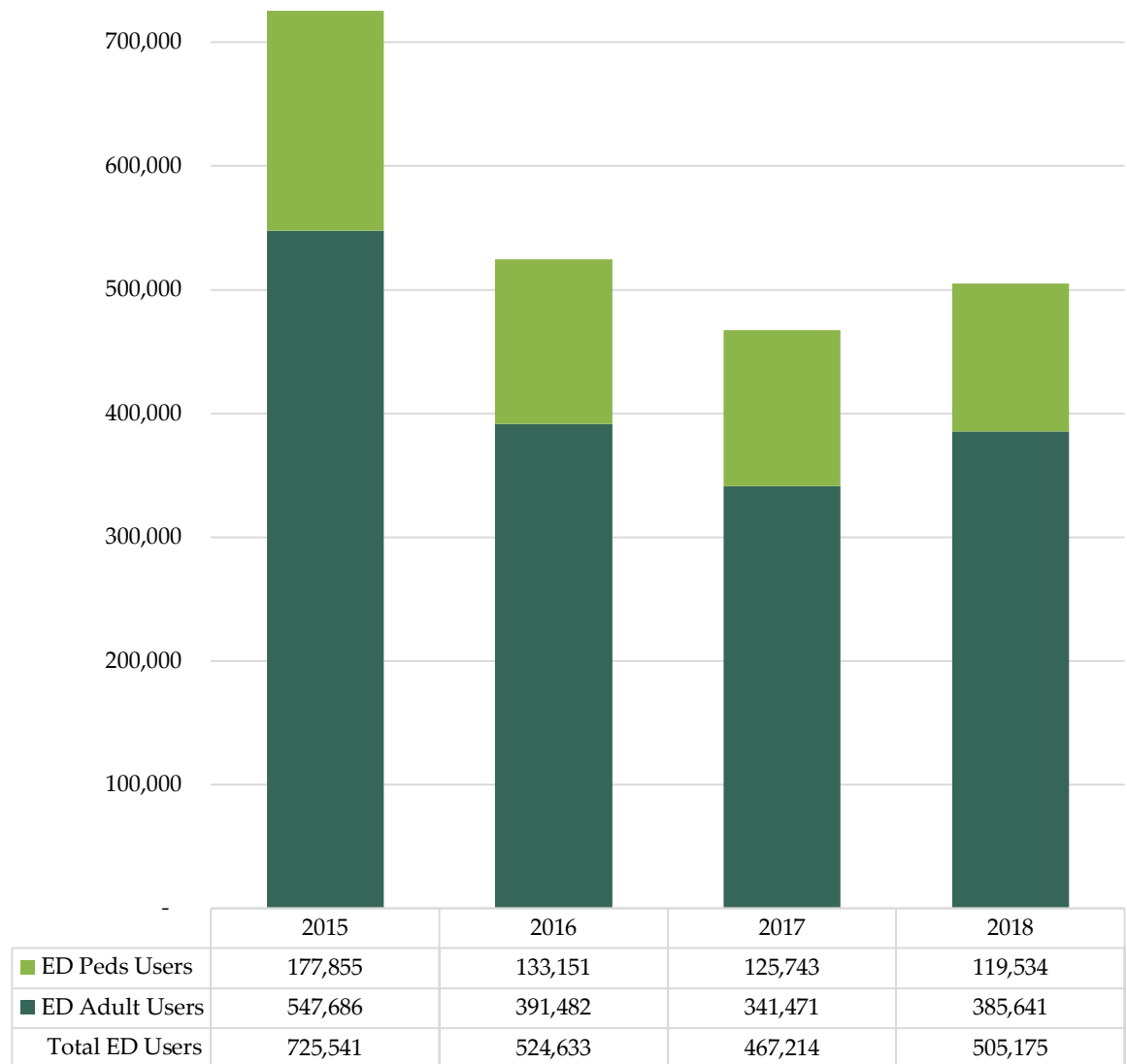
# Emergency Care: Key Findings

- Total emergency department encounters have remained relatively stable over the past year. Uninsured emergency department encounters at St. Louis area hospitals have remained relatively stable from 2017 to 2018 (pages 49 and 52).
- Non-emergent encounters have decreased by 9% over the past year. Non-emergent encounters among privately insured and Medicaid patients have declined by 13%, while increasing by 21% and 7% among Medicare and uninsured patients, respectively (page 56).
- Approximately 18,800 patients visiting St. Louis area emergency departments had at least four emergency department visits at the same hospital, representing 3% of all emergency department patients in 2018 (page 61). Among these patients, there were more than 103,300 emergency department encounters in 2018 (page 62).
- Emergency department encounters with behavioral health diagnoses (primary) have remained stable over the past year and account for 7% of all emergency department encounters in 2018 (page 63). The top primary behavioral health diagnoses are mood disorders, schizophrenia/delusional disorders and alcohol use disorders (page 63).

Emergency care users increased by 8% over the past year.

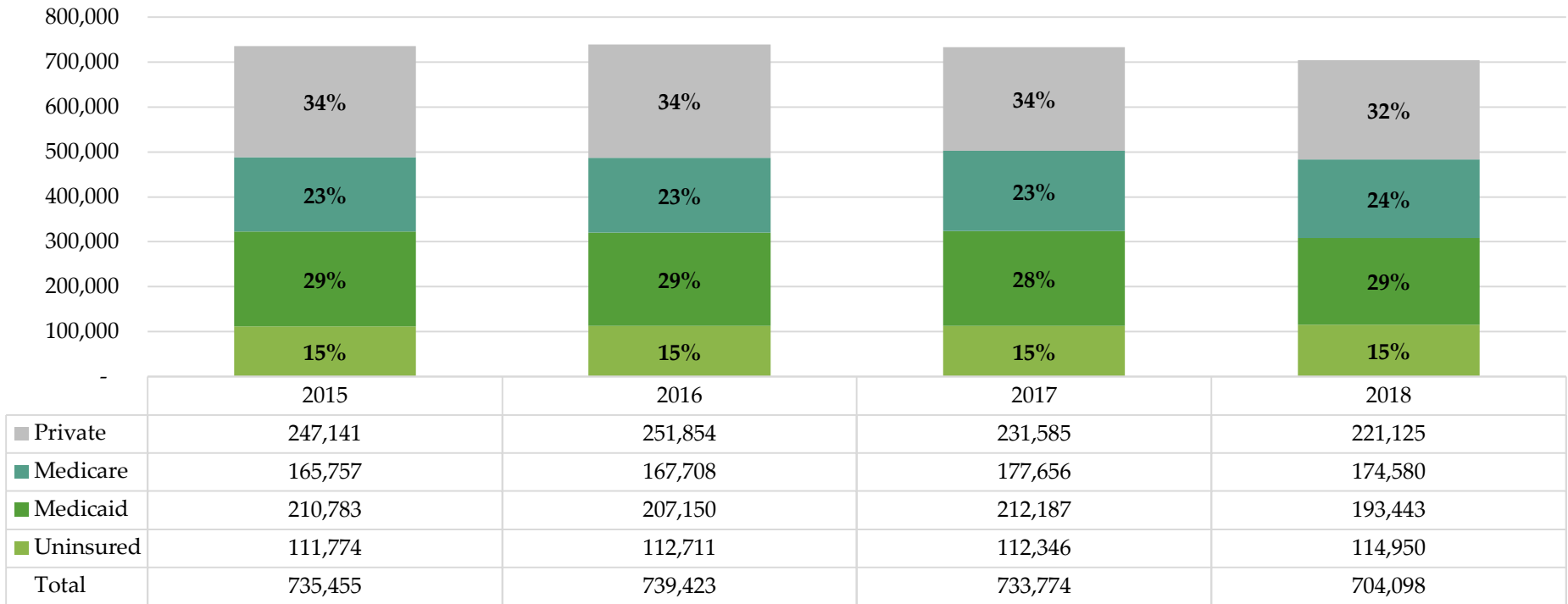
- Pediatric users make up 24% of all users in 2018, compared to 27% in 2017.
- Adult users make up 76% of all users in 2018, compared to 73% in 2017.

Emergency Care Users by Type, 2015 - 2018



Emergency care encounters have remained relatively stable over the past year.

Emergency Department Encounters by Payor Category, 2015 - 2018

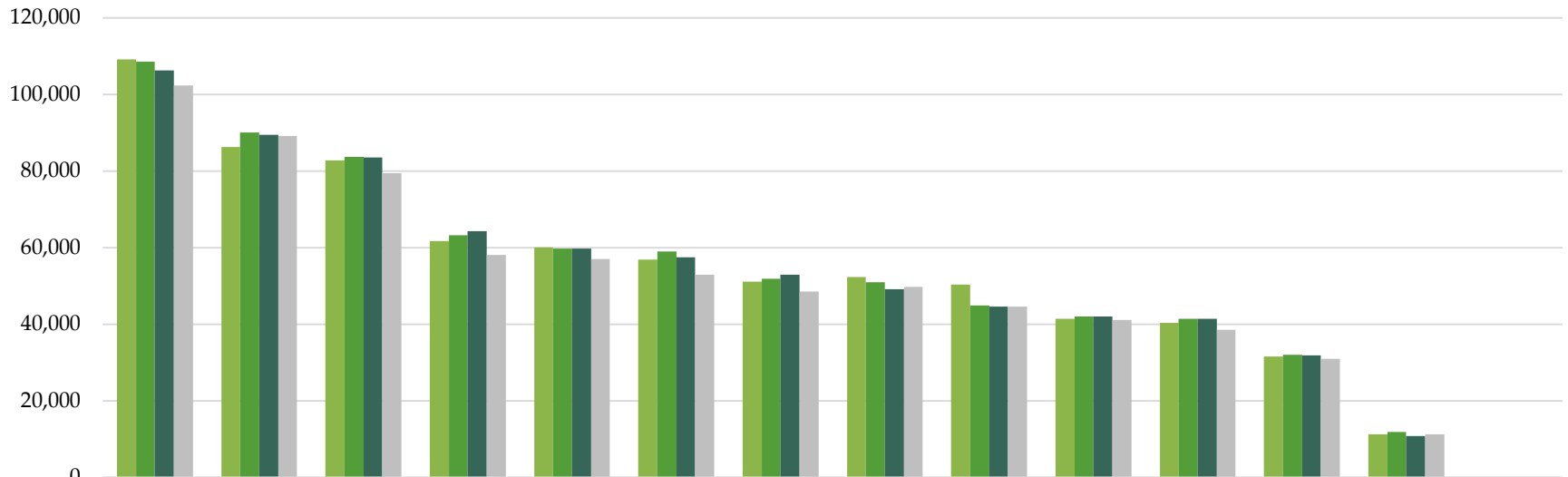


- Of the more than 704,000 emergency care encounters reported in 2018, 31% were among those privately insured, 27% were among the Medicaid population, 25% were among the Medicare population and 16% were among the uninsured.
- Emergency care encounters at safety net hospitals have remained relatively stable ( decreased approximately 31,300 encounters) since 2015.

Note: For the purpose of this report, all Gateway to Better Health encounters and users are reported as uninsured. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Emergency department encounters have remained relatively stable at St. Louis area emergency departments over the past year.

Total Emergency Department Encounters by Organization, 2015 - 2018



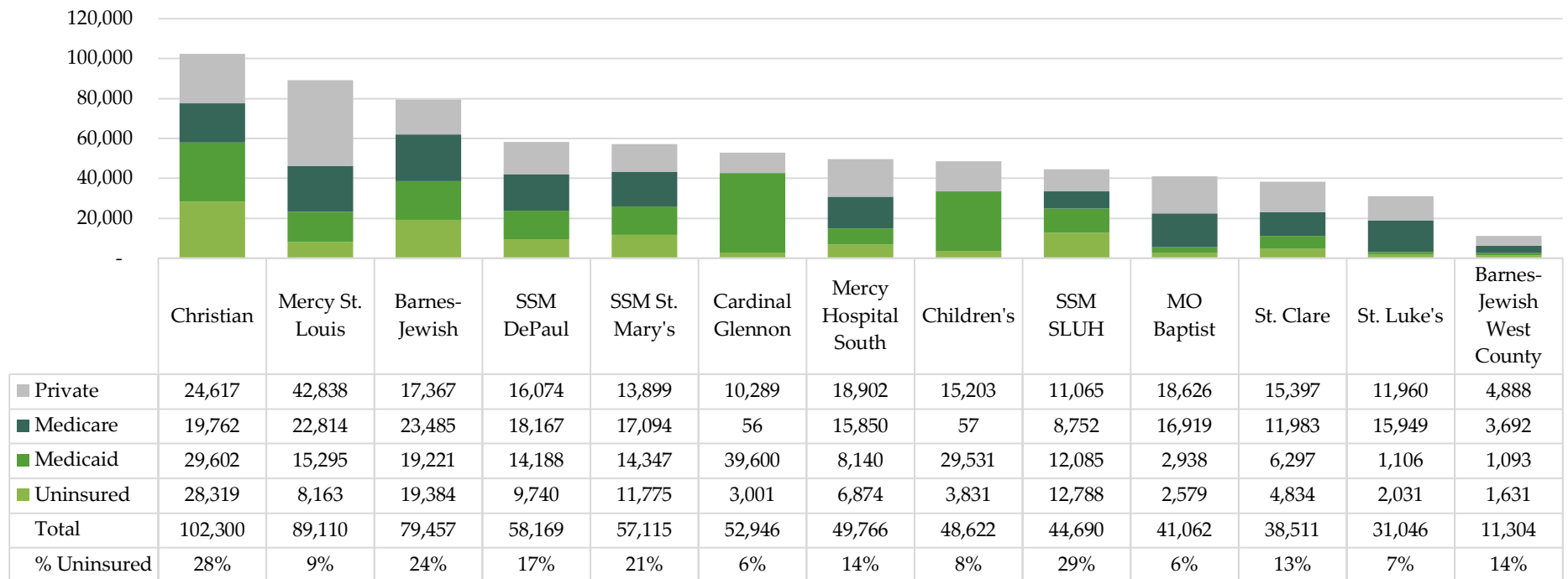
	Christian	Mercy St. Louis	Barnes-Jewish	SSM DePaul	SSM St. Mary's	Cardinal Glennon	Children's	Mercy Hospital South	SSM SLUH	MO Baptist	St. Clare	St. Luke's	Barnes-Jewish West County	Total
■ 2015	109,186	86,244	82,754	61,737	60,037	56,909	51,069	52,358	50,342	41,461	40,421	31,656	11,281	735,455
■ 2016	108,573	90,124	83,702	63,203	59,757	58,986	51,918	50,929	44,922	42,005	41,413	31,990	11,901	739,423
■ 2017	106,301	89,402	83,615	64,266	59,708	57,500	52,993	49,174	44,690	42,044	41,432	31,844	10,805	733,774
■ 2018	102,300	89,110	79,457	58,169	57,115	52,946	48,622	49,766	44,690	41,062	38,511	31,046	11,304	704,098
% Change, 2017-2018	-4%	-	-5%	-9%	-4%	-8%	-8%	1%	-	-2%	-7%	-3%	5%	-4%

Total emergency department encounters increased by 5% over the past year at Barnes-Jewish West County.

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Emergency department encounters among the uninsured and Medicaid populations varied greatly by hospital emergency department.

Emergency Department Encounters by Payor Category and Organization, 2018

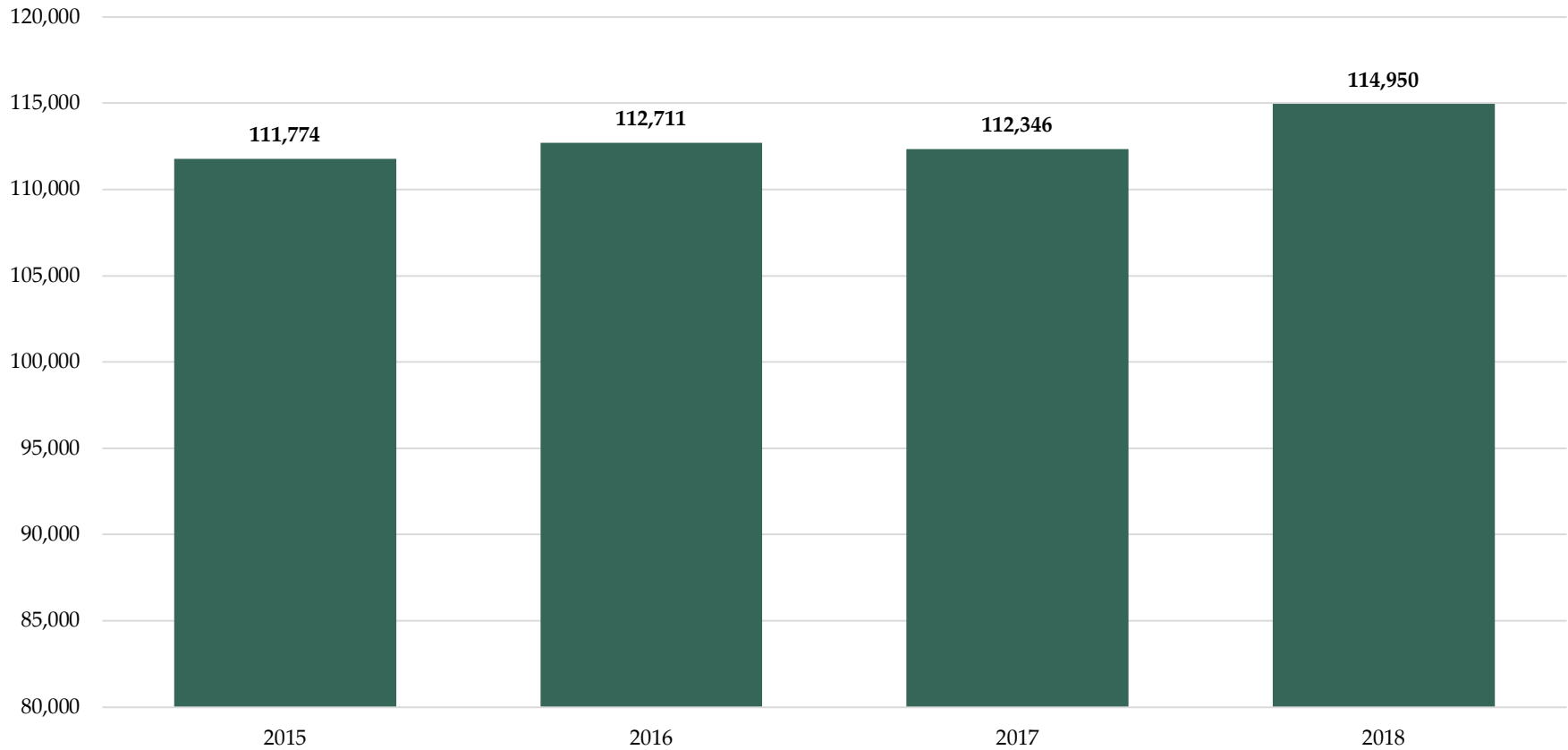


- Four hospitals (SSM SLUH, Christian, Barnes-Jewish Hospital and SSM St. Mary's) have payor mixes with over 20% uninsured emergency department encounters.
- More than 54% of Medicaid encounters were provided by three hospitals (Christian, Cardinal Glennon and Children's). St. Louis Children's and Cardinal Glennon primarily serve pediatric populations.

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Uninsured emergency department encounters have remained relatively stable over the past year.

Uninsured Emergency Department Encounters, 2015 - 2018



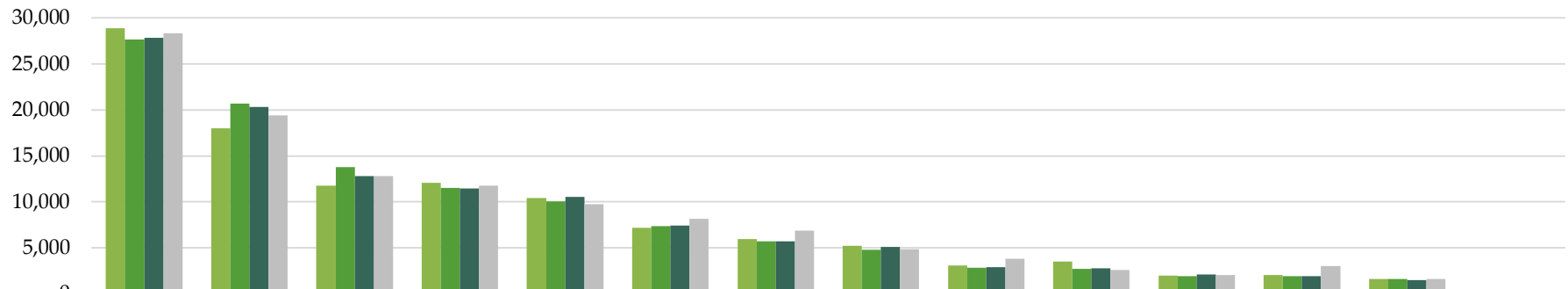
Uninsured emergency department encounters have remained relatively stable since 2015.

Note: SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.



Three hospitals (Christian, Barnes Jewish hospital SSM SLUH) provided nearly 53% of all uninsured emergency department encounters in 2018.

Uninsured Emergency Department Encounters by Organization, 2015 - 2018



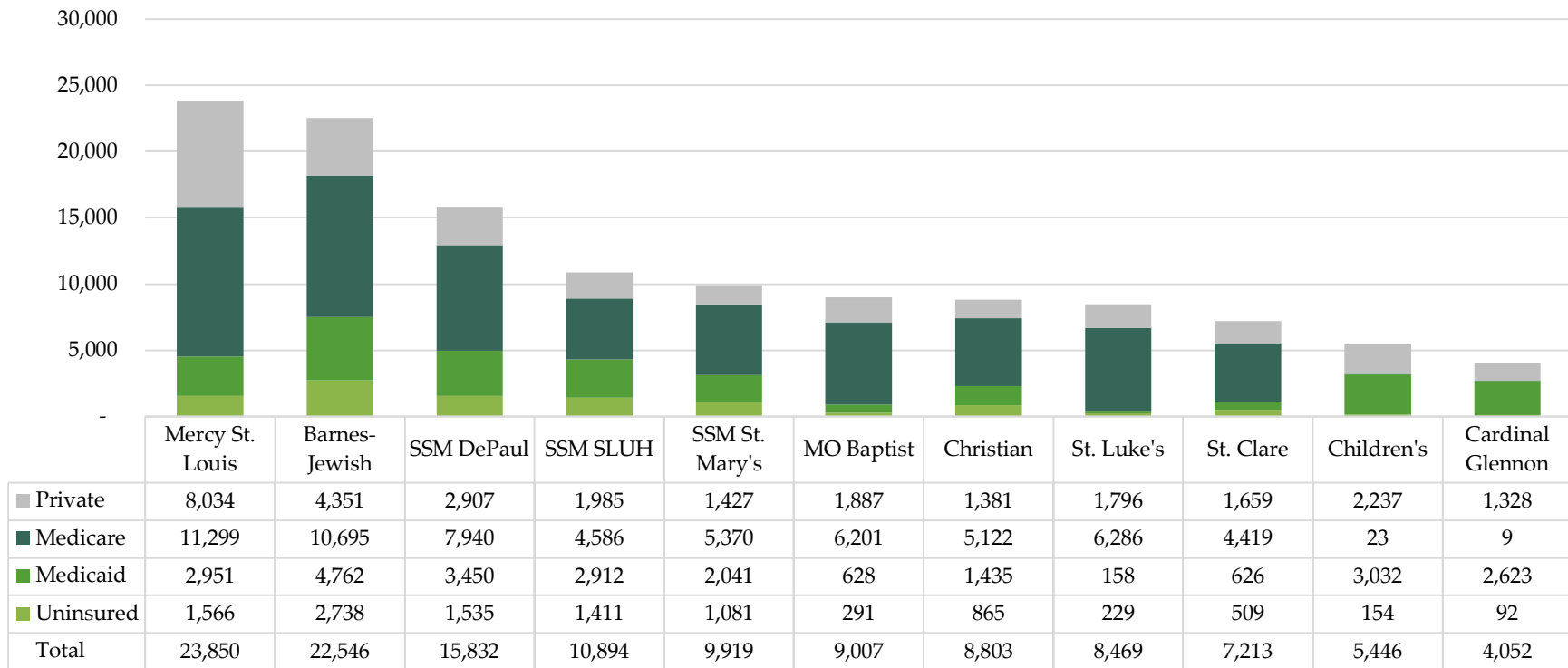
	Christian	Barnes-Jewish	SSM SLUH	SSM St. Mary's	SSM DePaul	Mercy St. Louis	Mercy Hospital South	St. Clare	Children's	MO Baptist	St. Luke's	Cardinal Glennon	Barnes-Jewish West County	Total
■ 2015	28,887	17,997	11,786	12,079	10,399	7,175	5,987	5,240	3,107	3,491	1,967	2,068	1,591	111,774
■ 2016	27,686	20,666	13,766	11,547	10,078	7,371	5,742	4,818	2,861	2,733	1,933	1,894	1,616	112,711
■ 2017	27,820	20,325	12,788	11,474	10,531	7,397	5,729	5,101	2,905	2,750	2,120	1,935	1,471	112,346
■ 2018	28,319	19,384	12,788	11,775	9,740	8,163	6,874	4,834	3,831	2,579	2,031	3,001	1,631	114,950
% Change, 2017-2018	2%	-5%	-	3%	-8%	10%	20%	-5%	32%	-6%	-4%	55%	11%	2%

- Five organizations had more than a 5% increase in uninsured emergency department encounters over the past year: Cardinal Glennon (55%), St. Louis Children's (32%), Mercy Hospital South (20%), Barnes-Jewish Hospital West County (11%) and Mercy St. Louis (10%).
- Uninsured emergency department encounters decreased over the past year at four St. Louis area hospitals: SSM DePaul (8%), Missouri Baptist (6%), St. Clare (5%) and Barnes-Jewish Hospital (5%).

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Approximately 18% of patients in emergency departments throughout the St. Louis region were admitted in 2018, as compared to 19% in 2017.

Inpatient Admissions by Payor Category and Organization, 2018

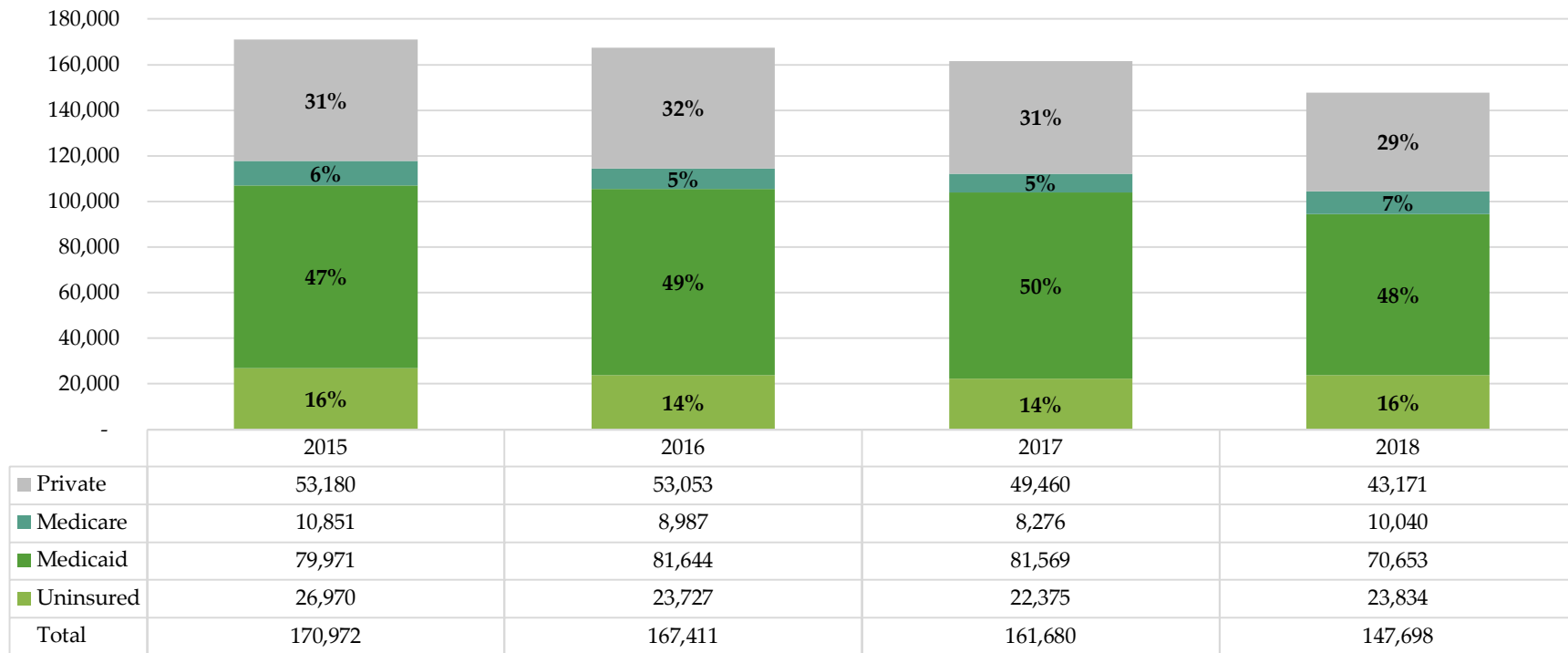


Emergency department encounters that were converted to inpatient admissions represent more than 20% of total emergency department encounters at four organizations: Barnes-Jewish Hospital (28%), Mercy St. Louis (27%), SSM DePaul (27%) and SSM SLUH (24%).

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

## Non-emergent emergency department encounters decreased by 9% over the past year.

### Non-Emergent Emergency Department Encounters by Payor Category, 2015 - 2018



- Of the more than 147,600 non-emergent emergency encounters reported in 2018, 48% were among the Medicaid population, 29% were among those privately insured, 16% were among the uninsured population and 7% were among the Medicare population.
- Over the past year, non-emergent emergency department encounters decreased by 13% among privately insured and Medicaid patients, respectively.
- Non-emergent emergency department encounters increased by 21% and 7% among Medicare and uninsured patients, respectively, over the past year.

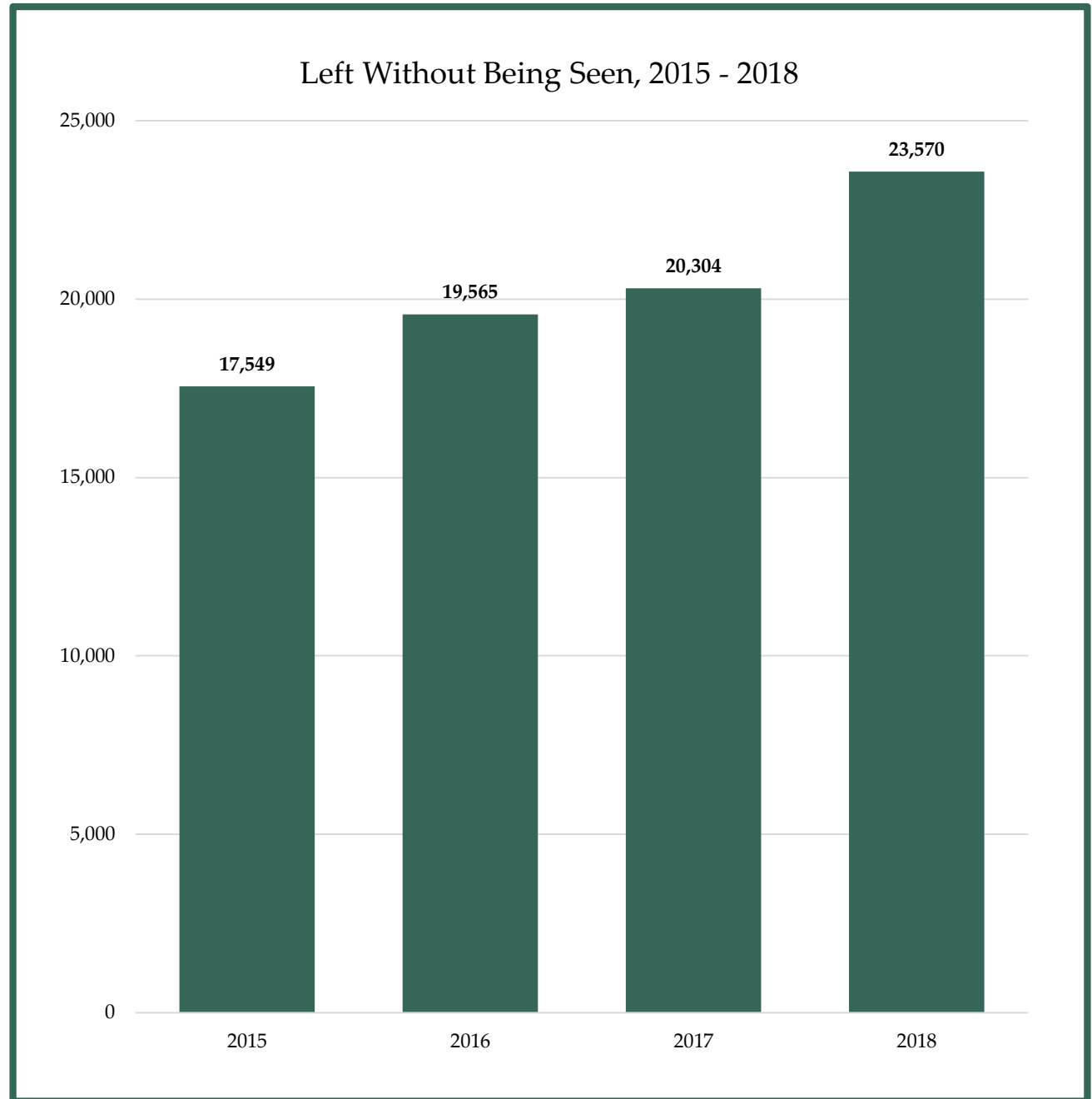
Note: Many self-reporting organizations define non-emergent encounters using patient acuity ratings assigned during the encounter. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

**Left without being seen volumes increased by 16% over the past year.**

- Encounters where patients left hospital emergency departments without being seen have increased by 34% since 2015.
- The approximately 23,500 encounters where patients left hospital emergency departments without being seen represent nearly 4% of all emergency department encounters in the St. Louis region during 2018.

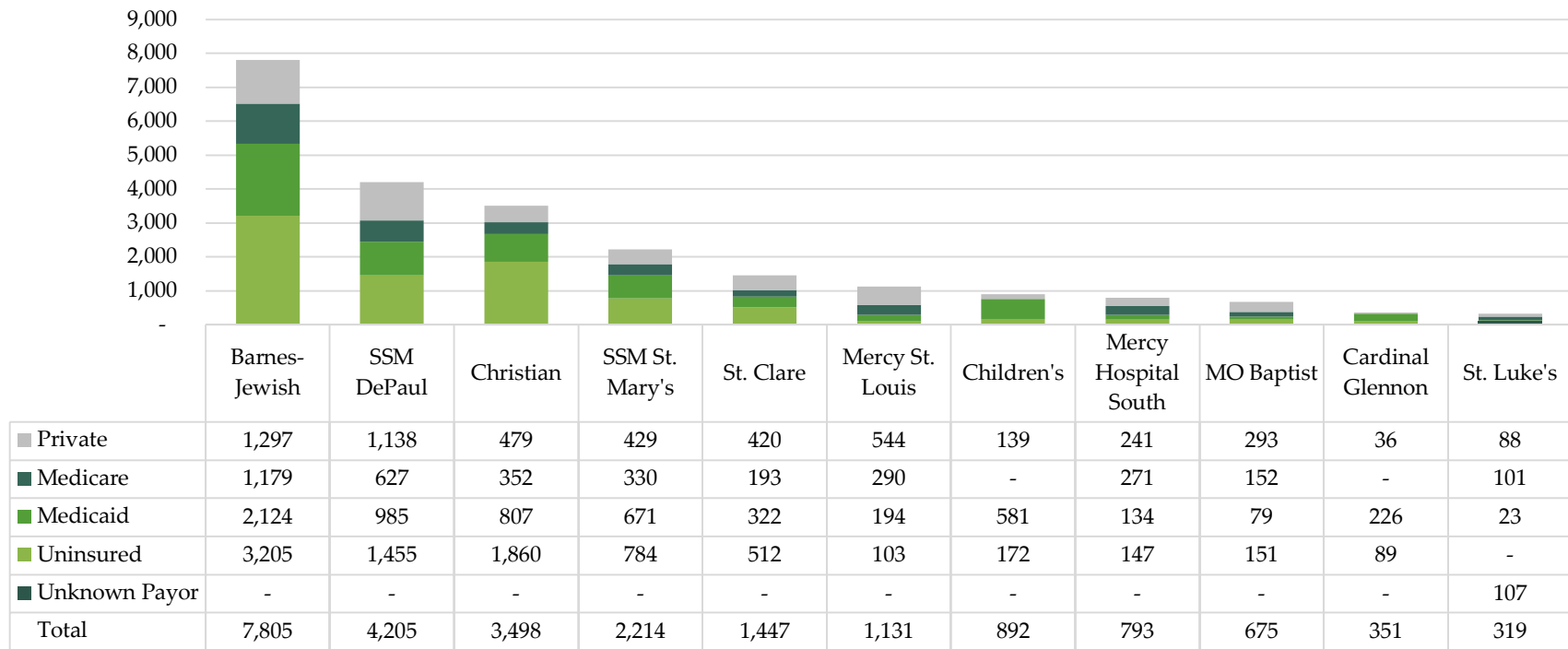
Note: For the purposes of analysis on this page, "all emergency department encounters" includes emergency department encounters with charges, encounters where patients left without being seen and encounters where patients left against medical advice. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Left Without Being Seen, 2015 - 2018



Left without being seen volumes at hospital emergency departments varied greatly by payor, as information is available.

Left Without Being Seen by Payor Category and Organization, 2018



- All reporting emergency departments had left without being seen rates at or below 5% of their total emergency department encounters, except for Barnes-Jewish Hospital and SSM DePaul, which had left without being seen rates of 10% and 7%, respectively.
- Left without being seen volumes among uninsured patients represent 36% of the total left without being seen volume for the St. Louis region in 2018.

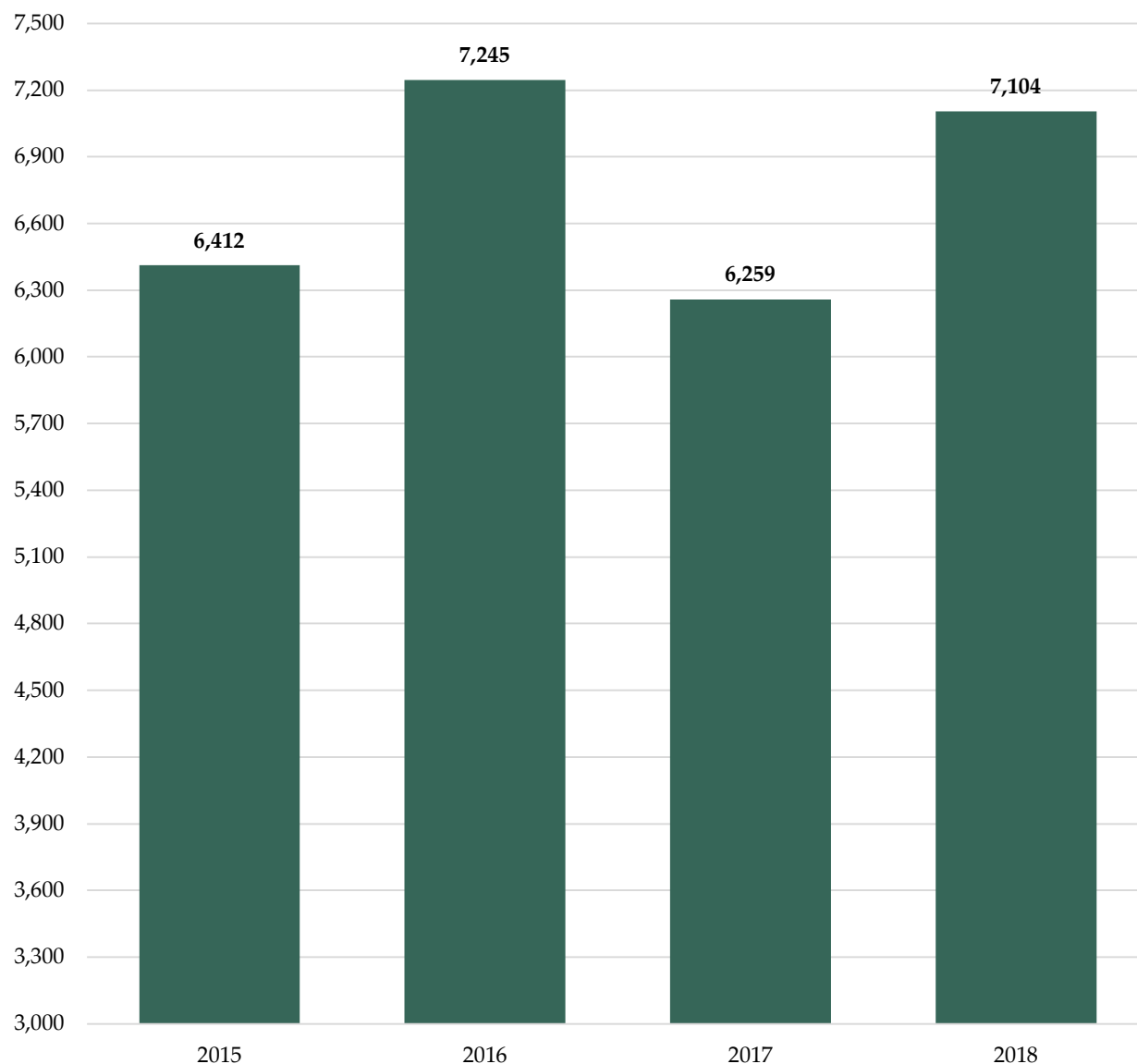
Note: For the purposes of analysis on this page, "total emergency department encounters" includes emergency department encounters with charges, encounters where patients left without being seen and encounters where patients left against medical advice. Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Left against medical advice volumes have increased by 11% over the past four years.

- In 2018, across the St. Louis region, there were approximately 7,100 encounters where patients left hospital emergency departments against medical advice, an increase of 14% as compared to the 2017 rate.
- Encounters where patients left hospital emergency departments against medical advice represent 1% of all emergency department encounters in the St. Louis region during 2018.

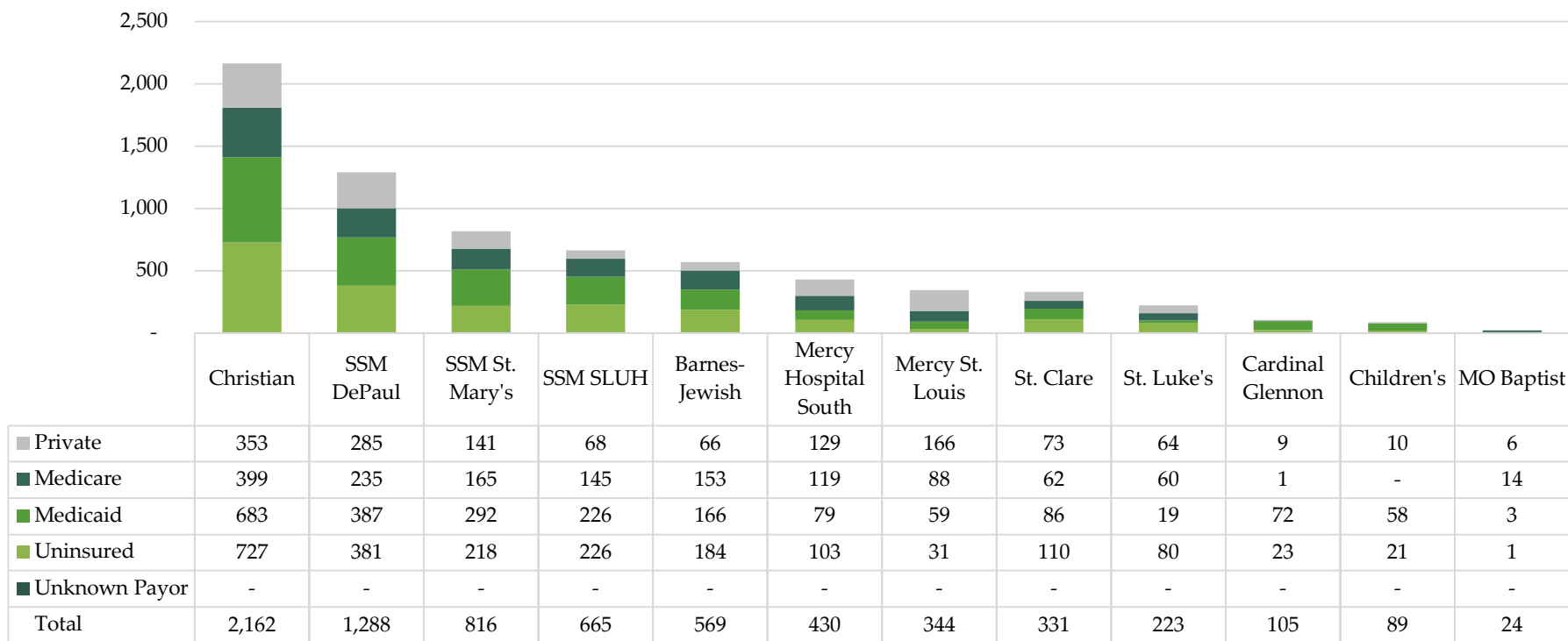
Note: For the purposes of analysis on this page, "all emergency department encounters" includes emergency department encounters with charges, encounters where patients left without being seen and encounters where patients left against medical advice. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Left Against Medical Advice, 2015 - 2018



Left against medical advice volumes at hospital emergency departments varied greatly by payor, as information is available.

Left Against Medical Advice by Payor Category and Organization, 2018

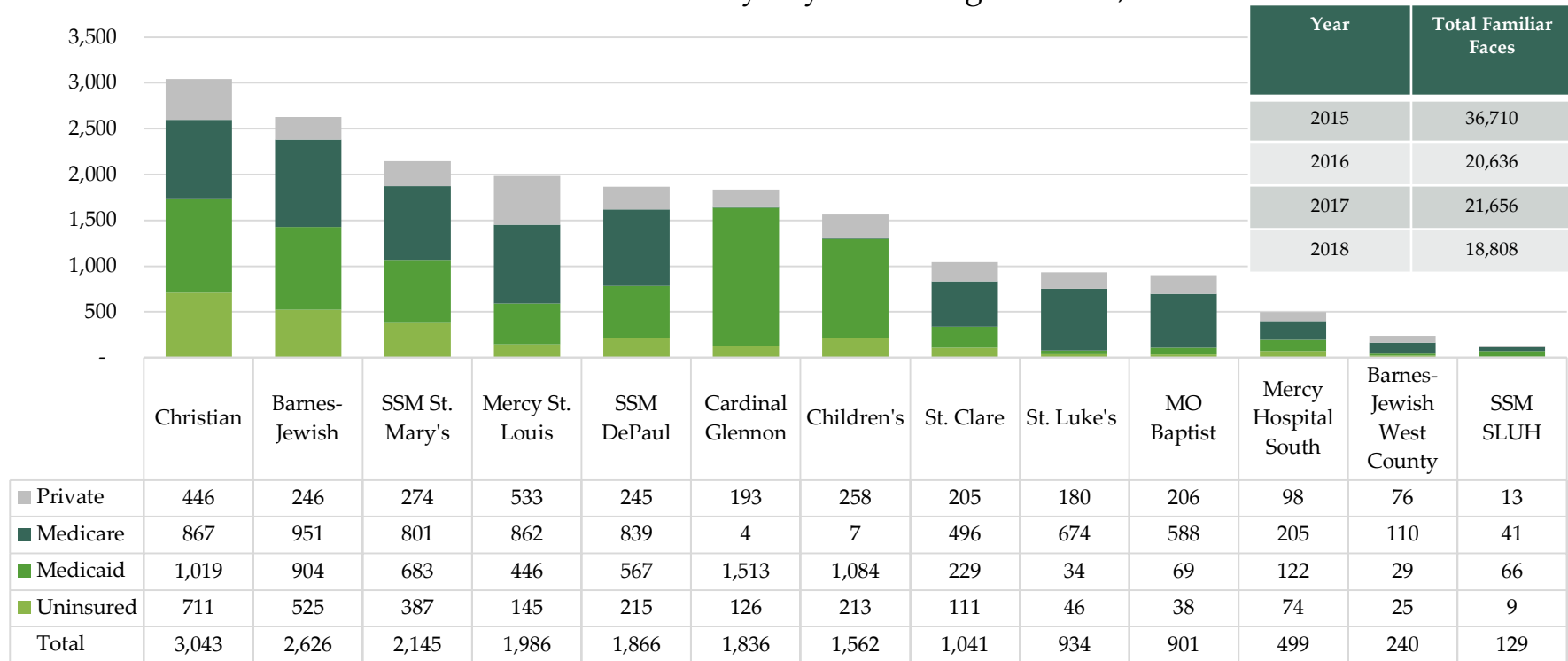


- All reporting emergency departments had left against medical advice rates that were below 5% of their total emergency department encounters.
- Left against medical advice volumes among uninsured patients represent 30% of the total left against medical advice volume for the St. Louis region in 2018.

Note: For the purposes of analysis on this page, "total emergency department encounters" includes emergency department encounters with charges, encounters where patients left without being seen and encounters where patients left against medical advice. Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Approximately 18,800 patients visiting St. Louis area emergency departments in 2018 had four or more emergency department visits at the same hospital in the 2018 calendar year, which is a 13% decrease from the prior year.

Familiar Faces ED Users by Payor and Organization, 2018



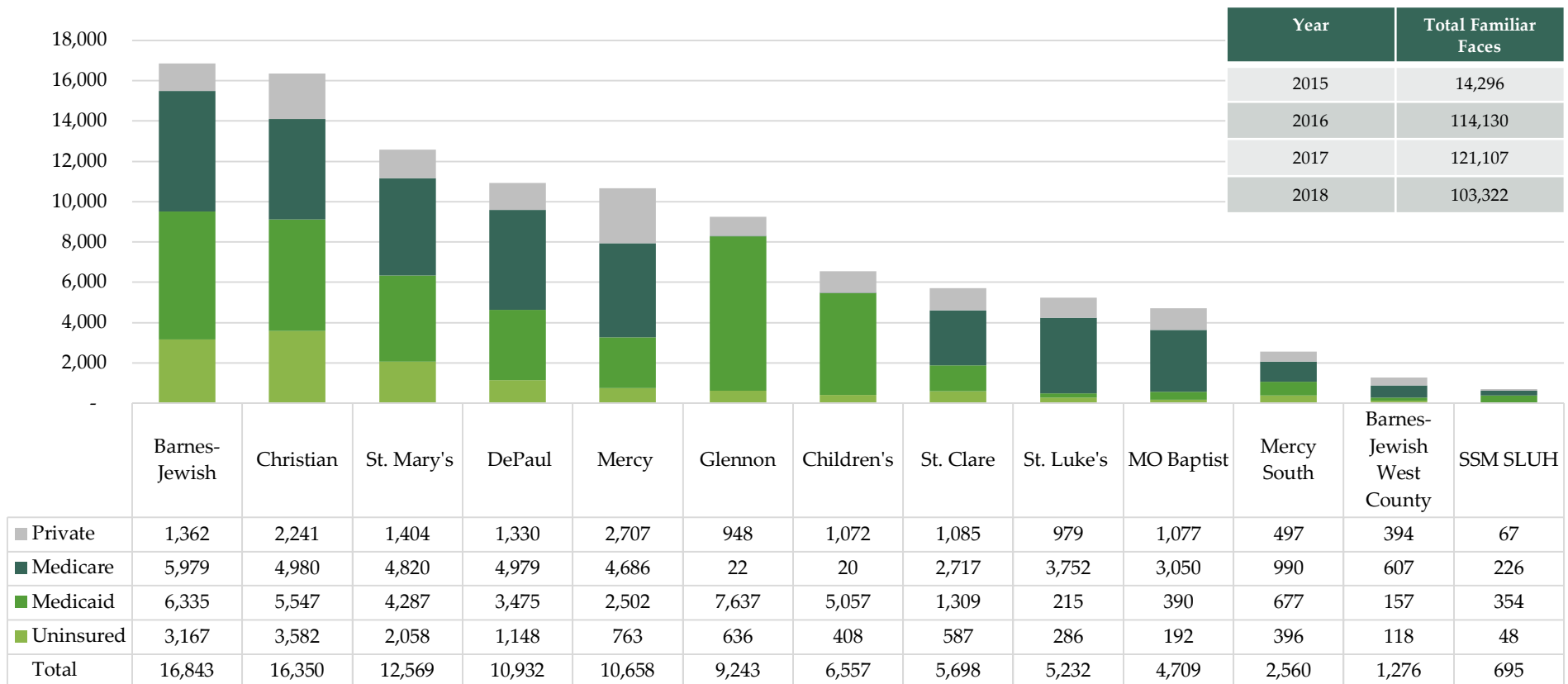
- Of the nearly 18,800 returning emergency department users reported in 2018, 36% were among Medicaid patients, 34% were among Medicare patients, 16% were among privately insured patients and 14% were among uninsured patients.
- Familiar faces represent 3% of all patients who visited a St. Louis area emergency department in 2018, and account for 103,300 visits.

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures. A "familiar face", is any patient that has four or more emergency department visits at the same hospital.



The 18,800 patients identified as familiar faces had 103,300 emergency department encounters at St. Louis area hospitals in 2018, which is a 15% decrease from the prior year.

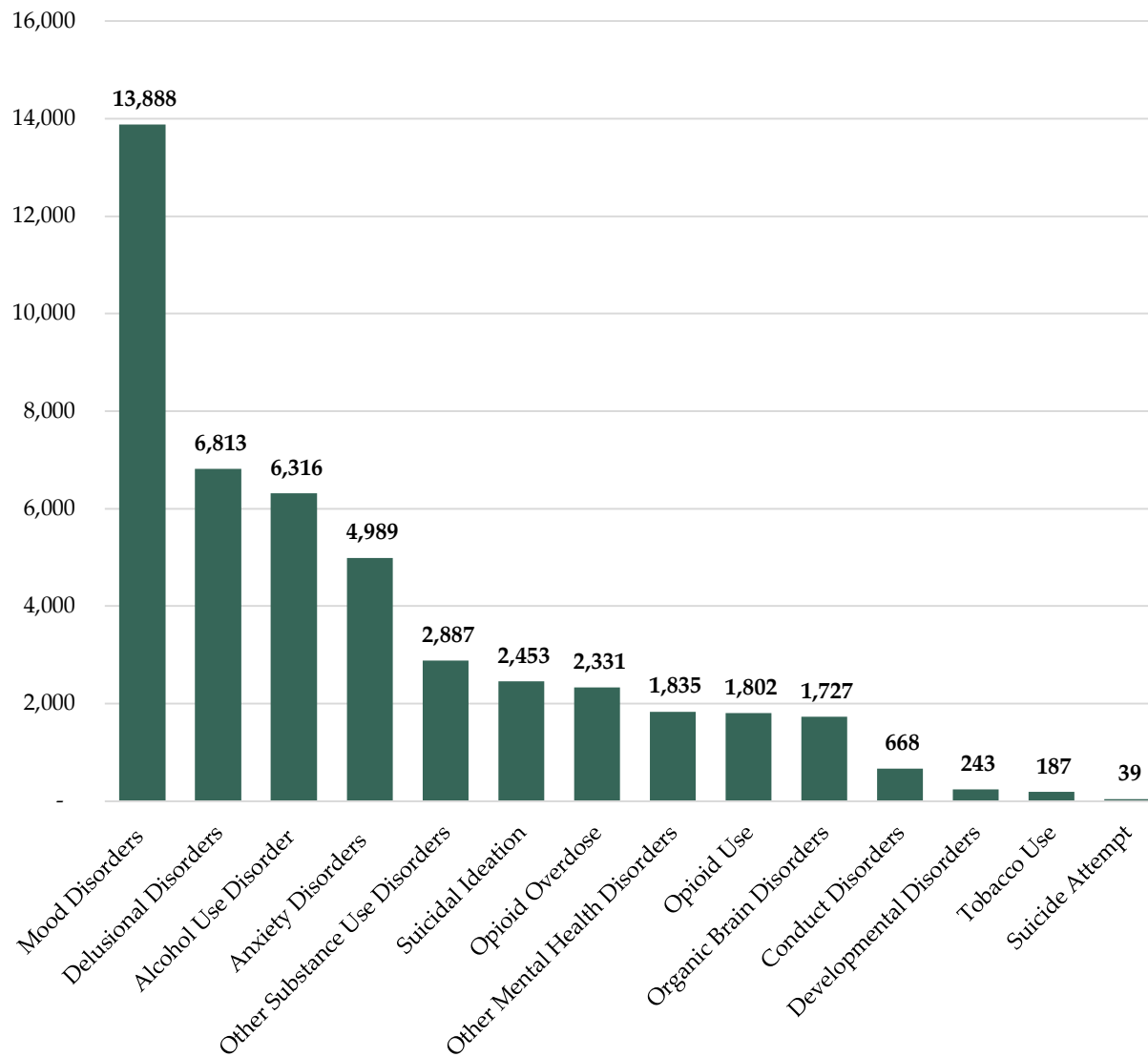
Familiar Faces ED Encounters by Payor and Organization, 2018



- Of the nearly 103,300 emergency department encounters among returning users reported in 2018, 37% were among Medicaid patients, 36% were among Medicare patients, 15% were among privately insured patients and 13% were among uninsured patients.
- Emergency department encounters among returning users represent 15% of all emergency department encounters in the St. Louis region during 2018.

Note: Christian Hospital's figures include data for both sites, Christian Northeast and Northwest Healthcare. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures. A "familiar face", is any patient that has four or more emergency department visits at the same hospital.

## Primary Behavioral Health Diagnoses for Emergency Department Encounters, 2018



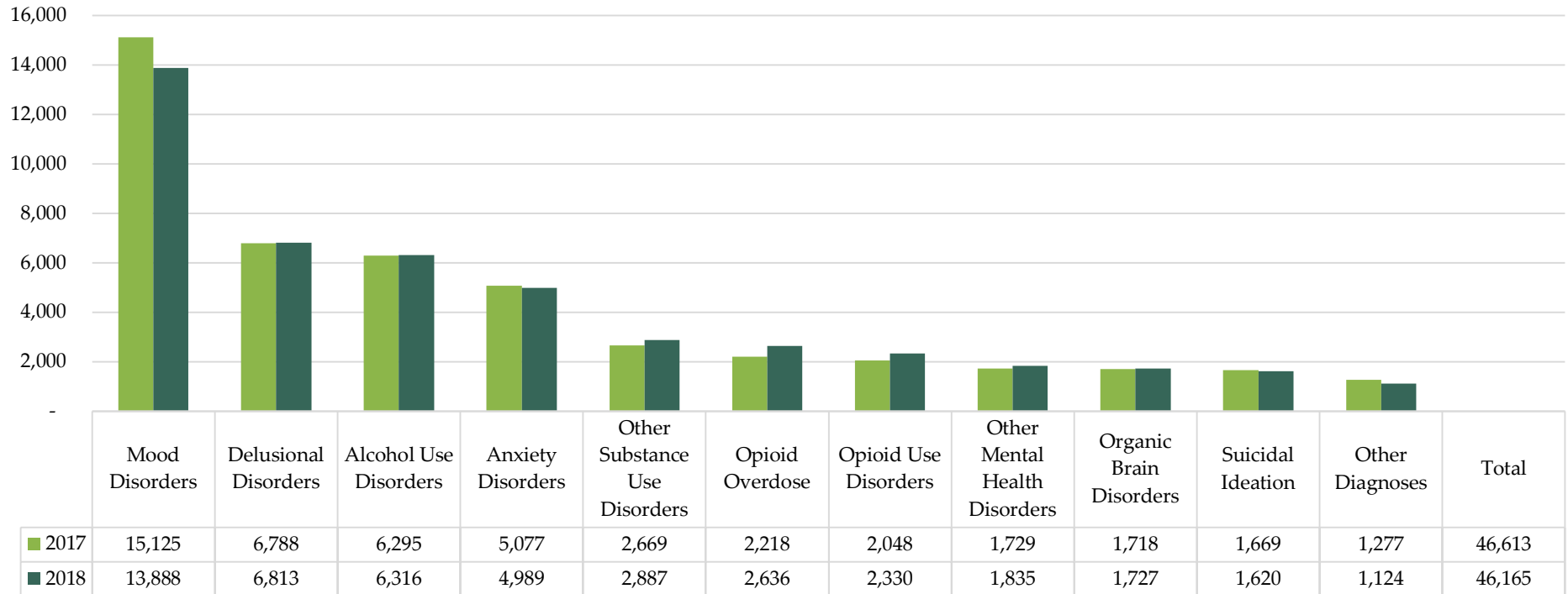
Emergency department encounters with primary behavioral health diagnoses account for more than 46,100 (7%) of total emergency department encounters in 2018.

Mood disorders (30%), schizophrenia/delusional disorders (15%) and alcohol use disorders (14%) are the main primary behavioral health diagnoses presenting to St. Louis area emergency departments.

*Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018.*

Opioid overdose and opioid use disorders increased by 19% and 14%, respectively, over the past year.

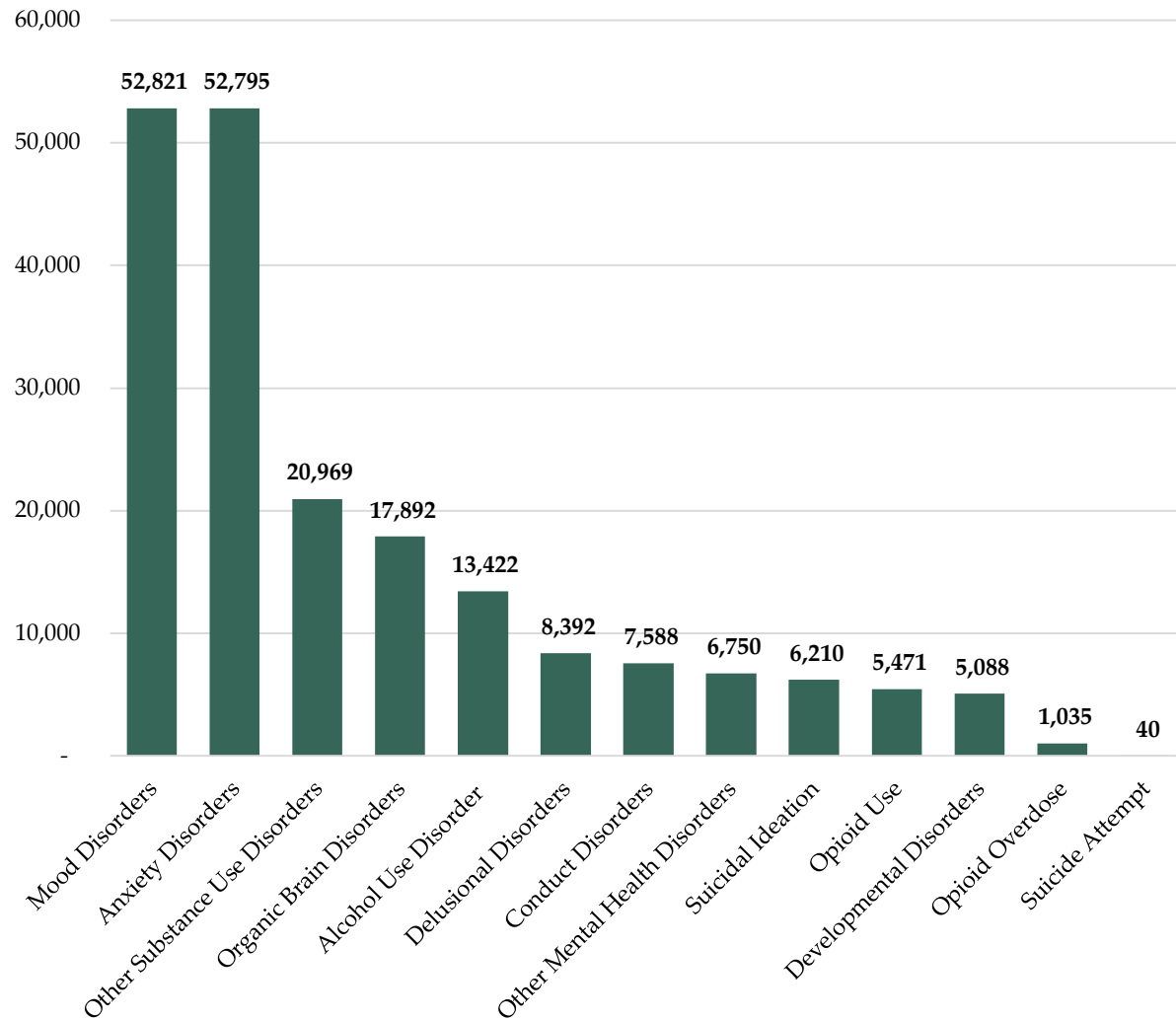
Primary Behavioral Health Diagnoses for Emergency Department Encounters, 2017 - 2018



- The number of primary behavioral health diagnoses for emergency department encounters have remained relatively stable over the past year.
- Three behavioral health diagnoses decreased by 5% or more over the past year: Other Diagnoses (12%), Mood Disorders (8%) and Other Substance Use Disorders (8%).

Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Duplication across emergency department encounters does exist to account for both the primary and secondary diagnoses on each encounter. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. The 'Other Diagnoses' category includes: conduct disorders, tobacco use disorders, developmental disorders and suicide attempts. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

## Secondary Behavioral Health Diagnoses for Emergency Department Encounters, 2018



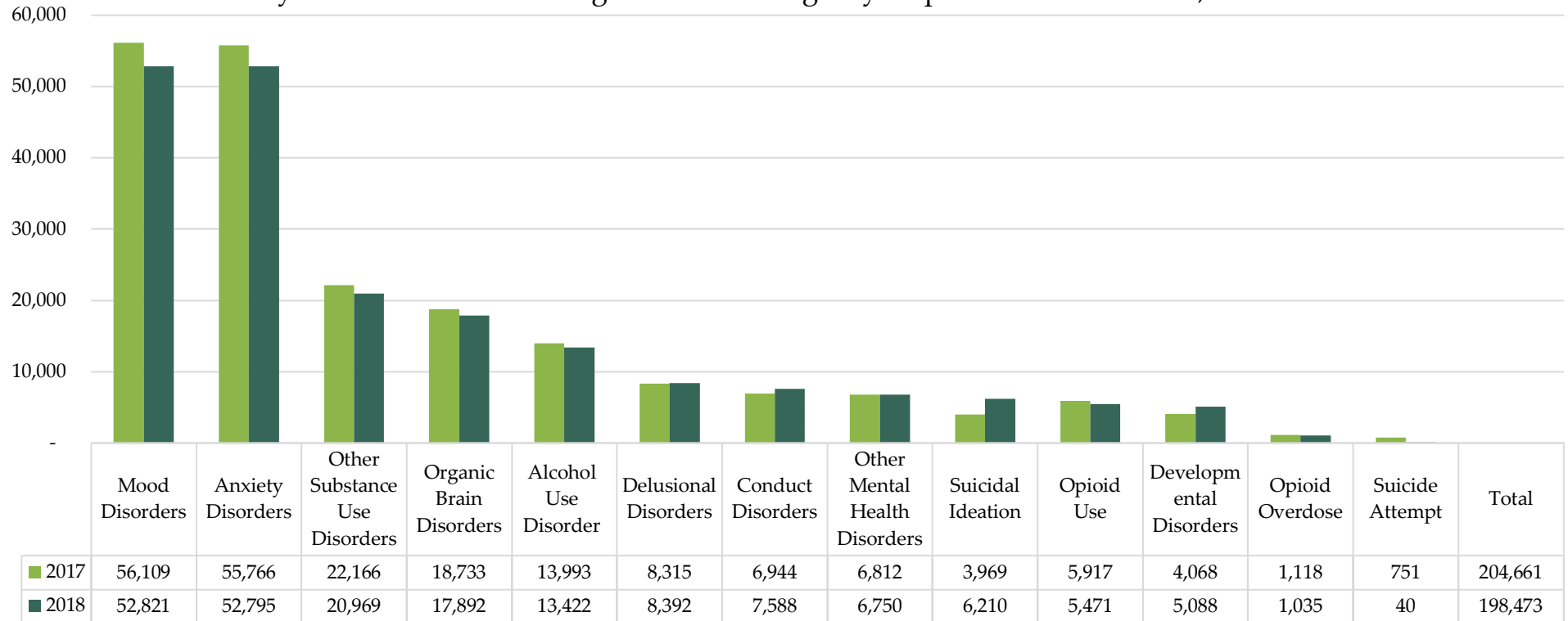
Emergency department encounters with secondary behavioral health diagnoses account for more than 198,400 (28%) of total emergency department encounters in 2018.

Mood and anxiety disorders make up to 53% of all secondary emergency department behavioral health diagnoses in 2018.

Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018.

The number of secondary behavioral health diagnoses for emergency department encounters have remained relatively stable over the past year.

Secondary Behavioral Health Diagnoses for Emergency Department Encounters, 2017 - 2018



- Six behavioral health diagnoses decreased by 5% or more over the past year: Suicide Attempt (95%), Opioid Use (8%), Opioid Overdose (7%), Mood Disorders (6%), Anxiety Disorders (5%) and Other Substance Use Disorders (5%).
- Three behavioral health diagnoses increased by 5% or more over the past year: Suicidal Ideation (56%), Developmental Disorders (25%) and Conduct Disorders (9%).

Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Duplication across emergency department encounters does exist to account for both the primary and secondary diagnoses on each encounter. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. The 'Other Diagnoses' category includes: conduct disorders, tobacco use disorders, developmental disorders and suicide attempts. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

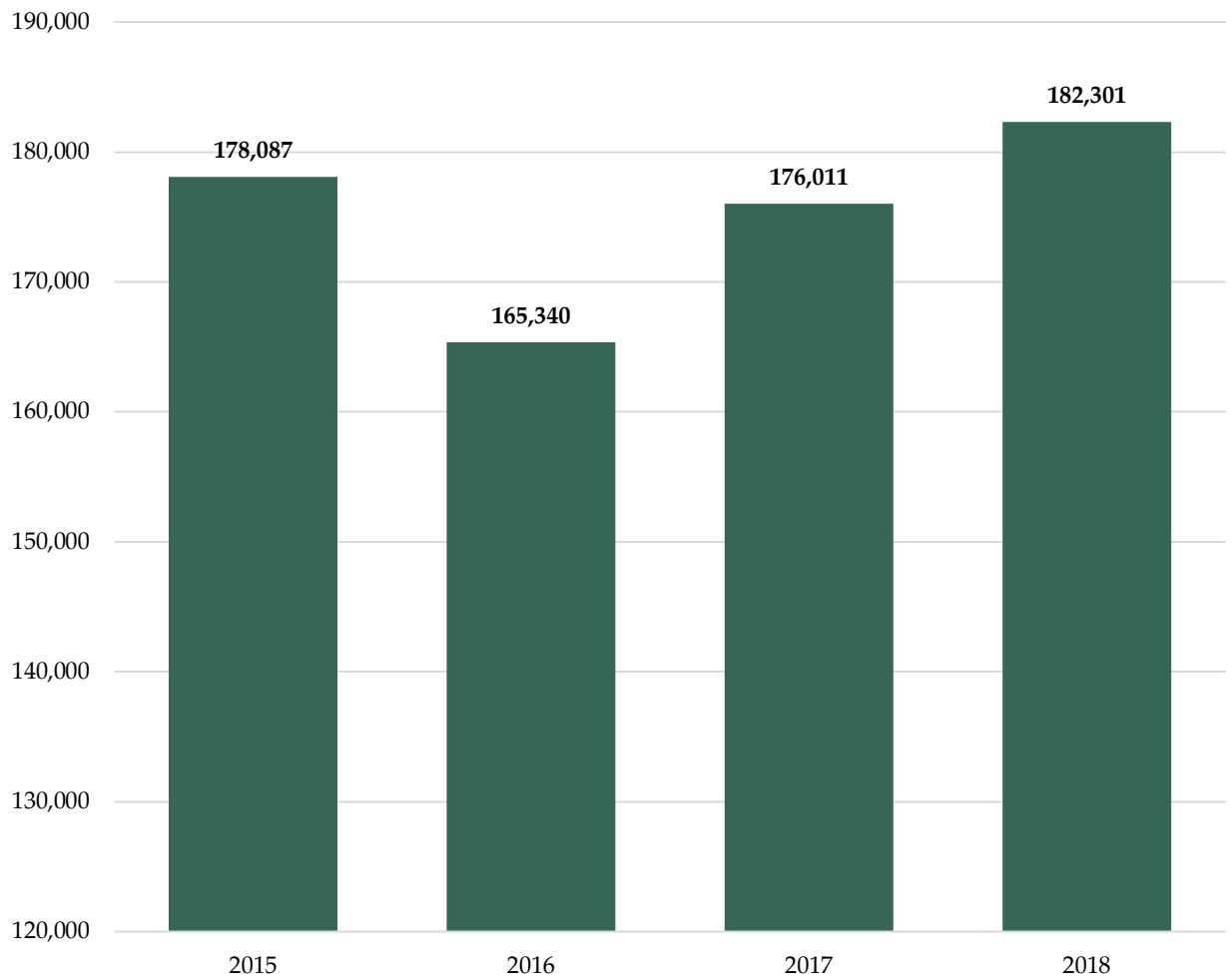
Emergency department encounters with primary or secondary behavioral health diagnoses remained relatively stable over the past year and account for 26% of total emergency department encounters in 2018.

Behavioral health emergency department encounters have remained relatively stable over the past four years.

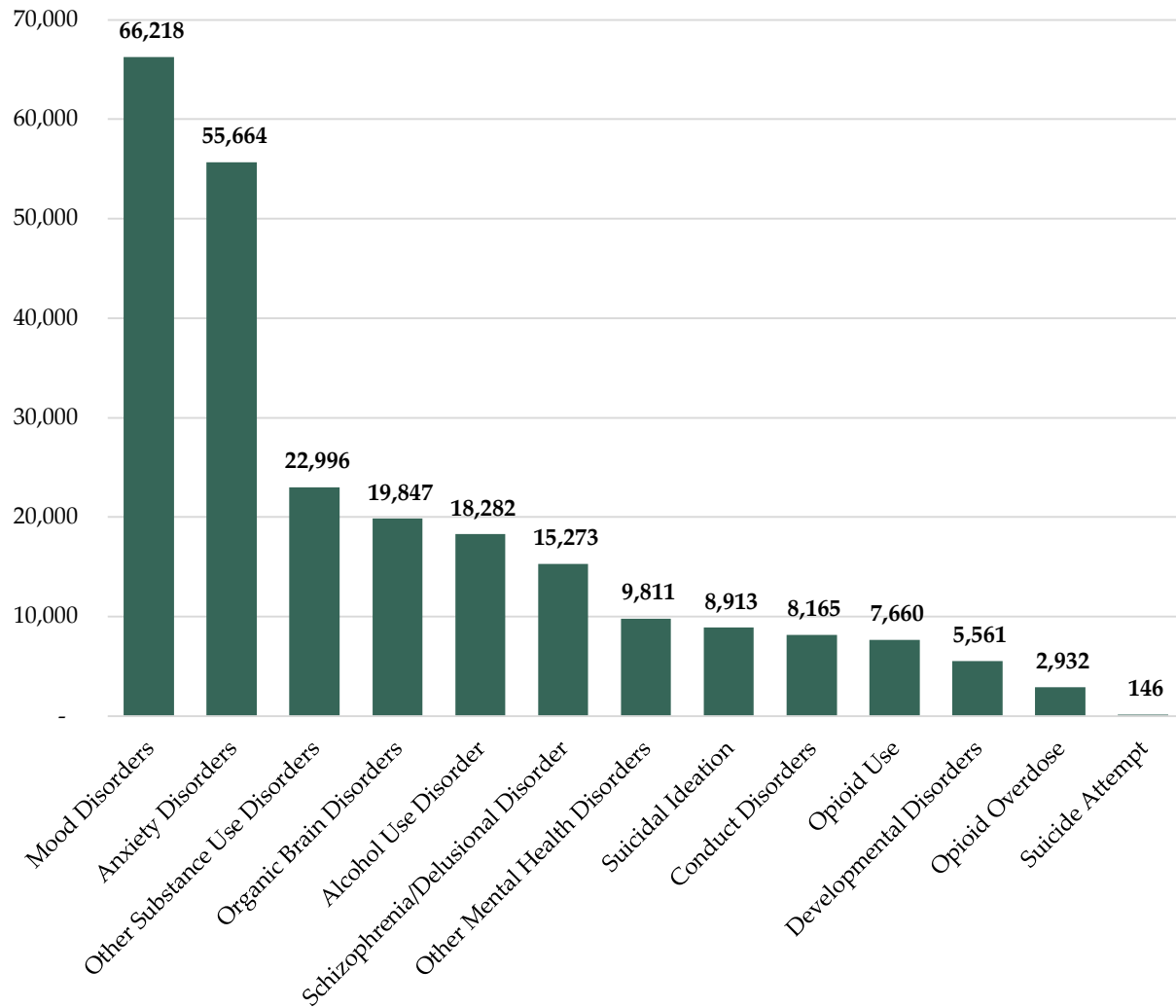
\*Behavioral health encounters include mental health and substance abuse disorder emergency department encounters as a primary or secondary diagnosis.

Note: Encounters where tobacco use reflects the only behavioral health diagnoses are excluded. Changes in coding practices over time may impact trends seen in the prevalence of behavioral health encounters in emergency departments. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.

Emergency Care Encounters with Behavioral Health\* as Primary or Secondary Diagnosis, 2015 - 2018



## Primary and Secondary Behavioral Health Diagnoses for Emergency Department Encounters, 2018



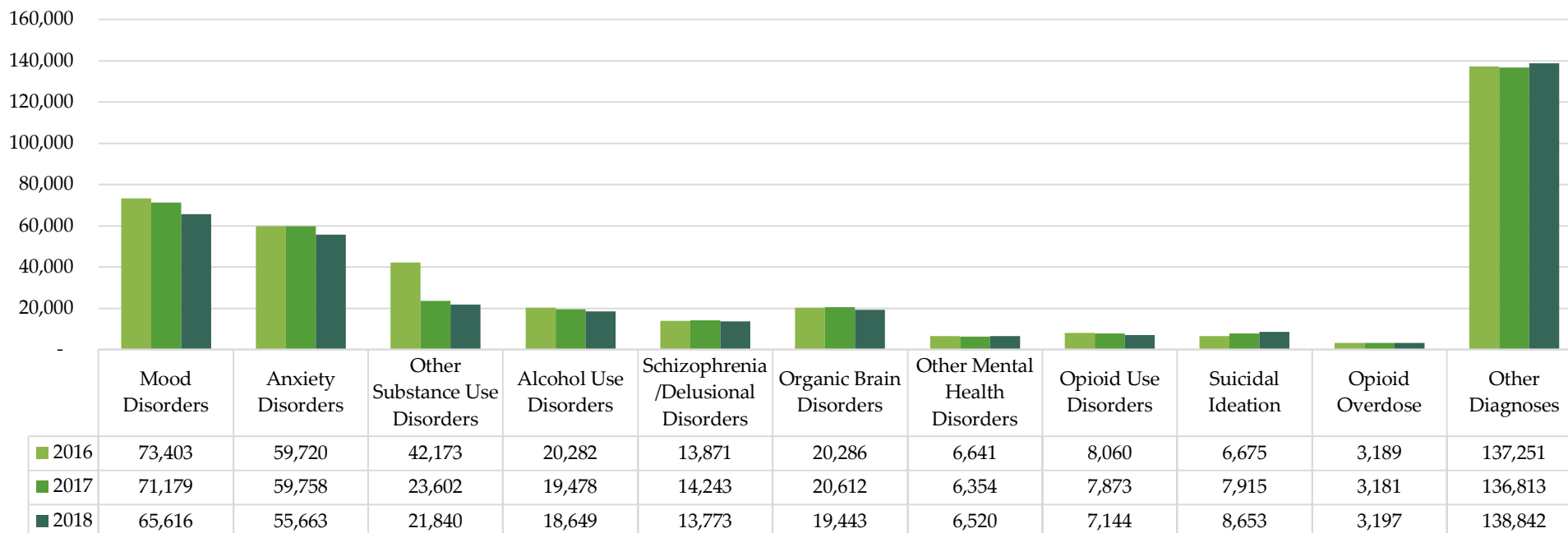
Emergency department encounters with primary and secondary behavioral health diagnoses account for more than 241,400 (34%) of total emergency department encounters in 2018.

Mood and anxiety disorders make up 50% of all primary and secondary emergency department behavioral health diagnoses in 2018.

*Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018.*

The number of primary and secondary behavioral health diagnoses for emergency department encounters have remained relatively stable over the past year.

Primary and Secondary Behavioral Health Diagnoses for Emergency Department Encounters, 2016 - 2018



- Six behavioral health diagnoses decreased by 5% or more over the past year: Other Diagnoses (12%), Opioid Use Disorders (9%), Mood Disorders (8%), Anxiety Disorders (7%), Other Substance Use Disorders (7%) and Organic Brain Disorders (6%).
- Suicidal Ideation increased by 9% over the past year.

Note: Encounters where tobacco use reflect the only behavioral health diagnoses are excluded. Duplication across emergency department encounters does exist to account for both the primary and secondary diagnoses on each encounter. Distribution of behavioral health diagnosis codes within emergency departments are based on billing/coding data and may not be reflective of diagnoses prevalence in the region or experiences in the emergency departments. The 'Other Diagnoses' category includes: conduct disorders, tobacco use disorders, developmental disorders and suicide attempts. SSM SLUH was unable to report data during this period; data from 2017 has been used as an estimate for 2018 figures.



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