



# **Board Community Relations Meeting February 2024**



## Targeted Cities Data

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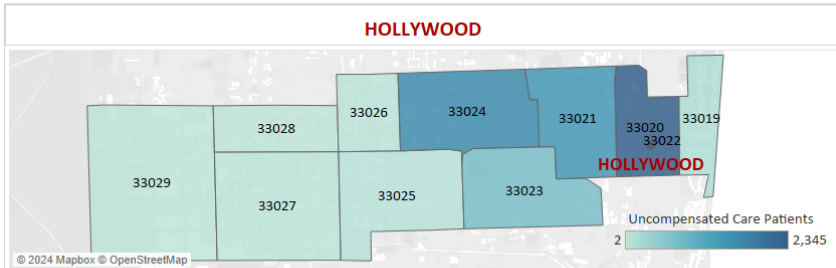


# One City At a Time | Phase 1 Reporting



## Emergency Department Uncompensated Care Review

Source: Epic Caboodle (Clinical and Billing Data)  
Dates of Service: 2/1/2023 - 1/31/2024 (unless otherwise noted)  
Report Date: 2/7/2024 4:08:13 PM



City and Zip Code is based on the patients most recent documented residence.

### 1. Emergency Department Uncompensated Care by Zip Code in HOLLYWOOD

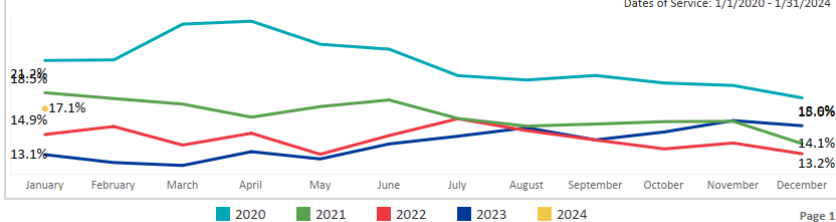
Zip Code	Uncompensated Care %	Uncompensated Care Patients	Uncompensated Care Encounters	Total ED Encounters	Uncompensated Care Total Amount
Grand Total	12.1%	6,375	9,305	76,983	\$140,652,810
33019	9.2%	150	235	2,549	\$5,195,140
33020	15.8%	2,345	3,496	22,126	\$54,709,572
33021	9.5%	1,407	1,952	20,509	\$31,910,303
33022	9.4%	16	25	265	\$184,811
33023	13.8%	719	1,095	7,923	\$15,667,142
33024	10.7%	1,590	2,299	21,406	\$30,730,542
33025	16.6%	61	83	500	\$779,423
33026	5.1%	48	57	1,124	\$632,349
33027	10.3%	12	15	145	\$170,302
33028	10.5%	8	8	76	\$102,567
33029	25.2%	11	29	115	\$480,796
33081	1.8%	2	2	113	\$23,853
33083	6.2%	3	6	97	\$46,568
33084	8.6%	3	3	35	\$19,441

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### 2. % ED Uncompensated Care for Patients Residing in HOLLYWOOD

Source: Epic Caboodle (Billing Data)  
Dates of Service: 1/1/2020 - 1/31/2024



- Identify areas of concentration for uncompensated emergency care – patients, encounters and costs
- Evaluate, by city, the trend of uncompensated care since 2020



# One City At a Time | Phase 1 Reporting



## Emergency Department Uncompensated Care Review

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Report Date: 2/7/2024 4:08:13 PM

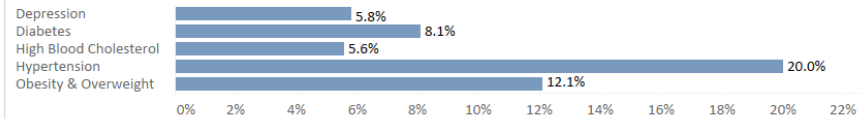
### HOLLYWOOD

Conditions, Social Determinants, and Demographics for Patients with ED Uncompensated Care

#### 3. Conditions

Conditions are reviewed with a lookback period of 2 years.

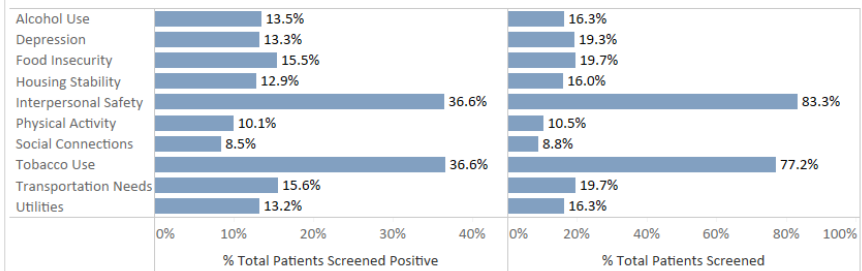
Source: Epic Caboodle (Clinical and Billing Data)  
Dates of Service: 2/1/2022 - 1/31/2024



#### 4. Social Determinants of Health

SDOH is reviewed with a lookback period of 2 years.

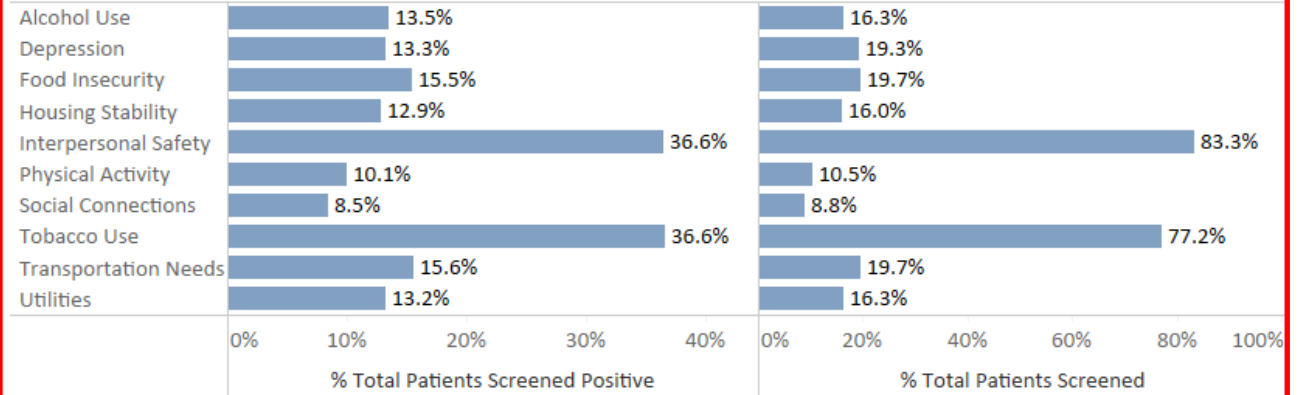
Source: Epic Caboodle (Clinical and Billing Data)  
Dates of Service: 2/1/2022 - 1/31/2024



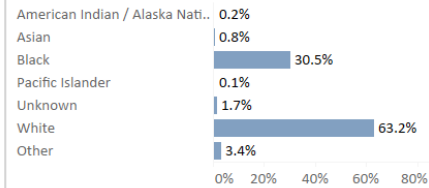
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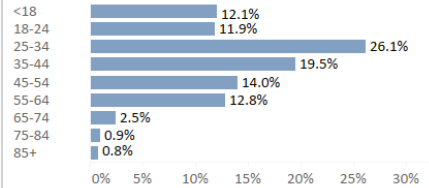
Source: Epic Caboodle (Clinical and Billing Data)  
Dates of Service: 2/1/2022 - 1/31/2024



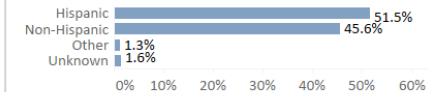
#### 5. Race



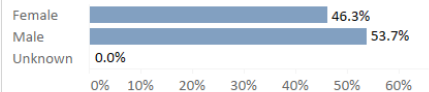
#### 6. Age



#### 7. Ethnicity



#### 8. Gender



- Evaluate conditions, SDOH, Demographics for patients with uncompensated care
- Identify socio-economic areas of high need



**Filters:** City: (All) Payer Group: (All)

**281,781** Distinct Patients Seen in the Most Recent 24 Months

**Utilization Review** Based on dates of service in the most recent 12 months

- 73.8%** ED Visit Rate (ED Visits / Distinct Patients)
- 22.4%** % Avoidable ED Visits (Avoidable ED Visits / ED Visits)
- 13.1%** Admission Rate (Admissions / Distinct Patients)
- 10.0%** Readmission Rate (Admits with Readmits / Admits)
- 13.0%** Primary Care Visit Rate (Primary Care Visits / Distinct Patients)

### Demographics

**City**

City	Distinct Patient Count	% of Total
HOLLYWOOD	98,524	35.0%
PEMBROKE PINES	85,603	30.4%
MIRAMAR	71,450	25.4%
HALLANDALE BEACH	16,909	6.0%
DANIA BEACH	9,295	3.3%
<b>Grand Total</b>	<b>281,781</b>	<b>100.0%</b>

**Race**

- White: 61.8%
- Black: 29.6%
- Other: 4.4%
- Asian: 2.2%
- Unknown: 1.7%
- American In..: 0.2%
- Pacific Island.: 0.1%

**Ethnicity**

- Non-Hispanic: 49.0%
- Hispanic: 47.9%
- Unknown: 1.6%
- Other: 1.5%

**Age**

- <18: 20.8%
- 18-24: 7.1%
- 25-34: 11.7%
- 35-44: 12.8%
- 45-54: 12.7%
- 55-64: 14.1%
- 65-74: 11.0%
- 75-84: 6.6%
- 85+: 3.2%

**Payer Group**

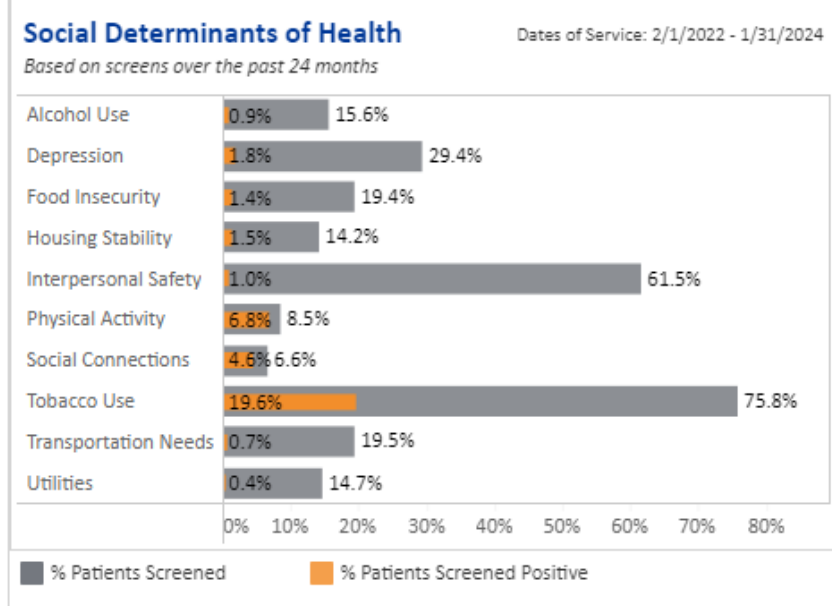
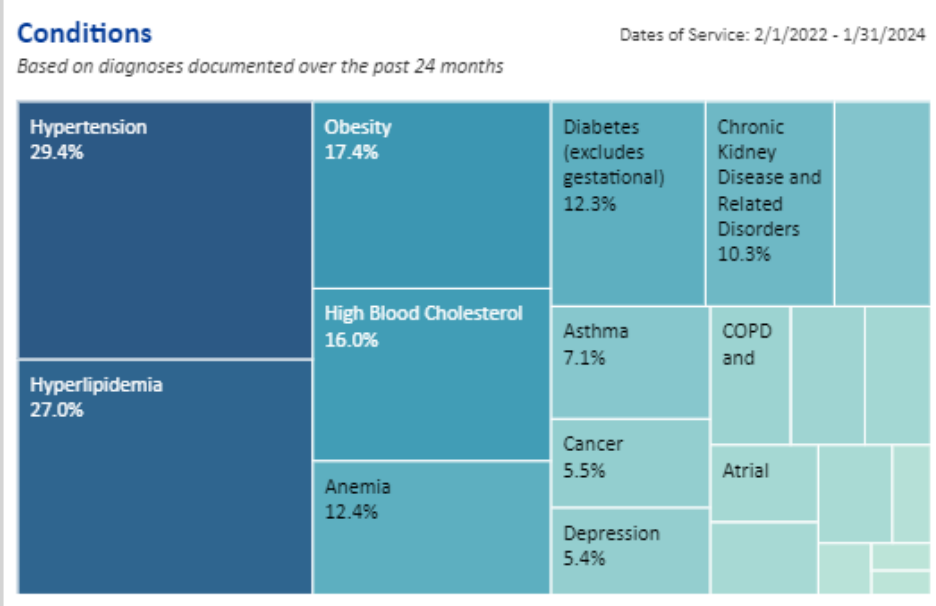
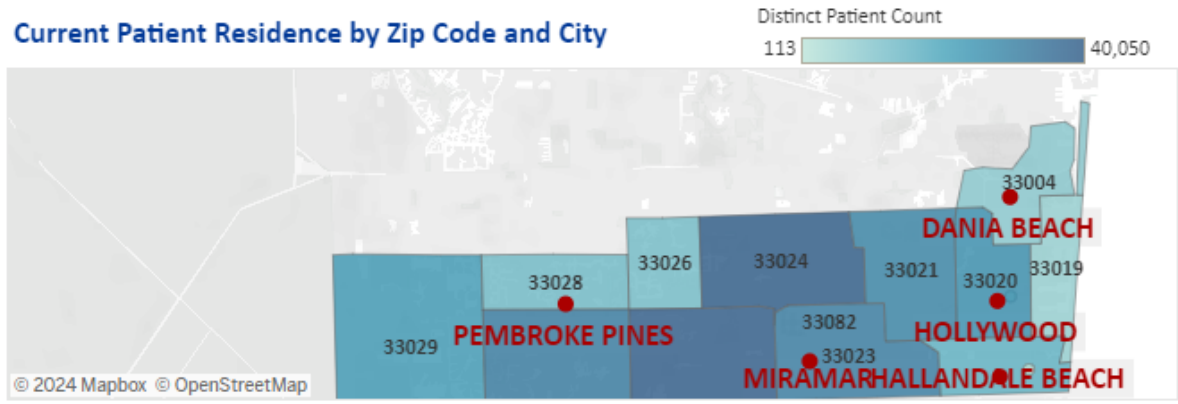
- Other Managed Care: 53.8%
- Managed Medicaid: 18.4%
- Self-Pay: 13.7%
- Managed Medicare: 13.3%
- Medicare: 6.0%
- Other: 5.8%
- Medicaid: 2.3%
- Financial Assistance: 0.4%
- Managed Care: 0.3%

**Gender**

- Female: 57.9%
- Male: 42.1%
- Unknown: 0.0%

### Charge & Payment Summary

Category	Total Encounters	Total Charge Amount	Total Payment Amount
Ambulatory	345,040	\$283,373,089	\$63,180,362
Emergency	164,586	\$897,052,644	\$94,456,467
Inpatient	36,992	\$3,779,965,767	\$467,555,283
Observation	19,272	\$658,923,829	\$74,929,960
Outpatient	181,391	\$2,138,918,930	\$220,184,661
<b>Grand Total</b>	<b>747,281</b>	<b>\$7,758,234,259</b>	<b>\$920,306,732</b>





**Filters:**

City: **HOLLYWOOD** | Payer Group: (All)

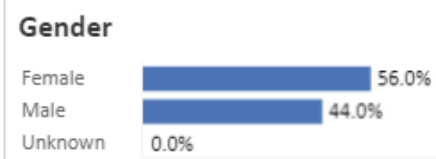
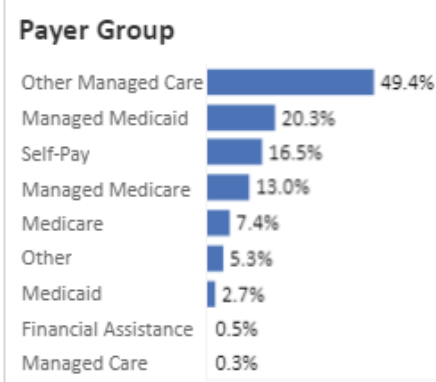
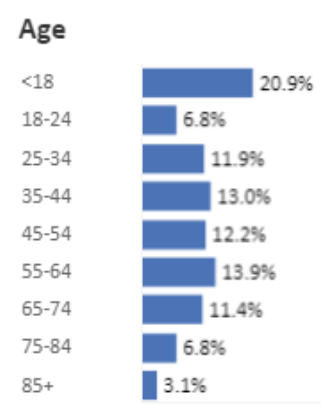
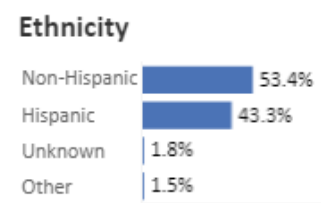
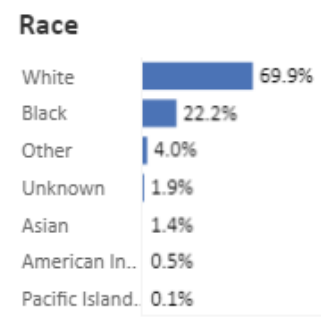
**98,524** Distinct Patients Seen in the Most Recent 24 Months

**Utilization Review** Based on dates of service in the most recent 12 months

- 76.5%** ED Visit Rate (ED Visits / Distinct Patients)
- 22.2%** % Avoidable ED Visits (Avoidable ED Visits / ED Visits)
- 14.0%** Admission Rate (Admissions / Distinct Patients)
- 10.3%** Readmission Rate (Admits with Readmits / Admits)
- 12.6%** Primary Care Visit Rate (Primary Care Visits / Distinct Patients)

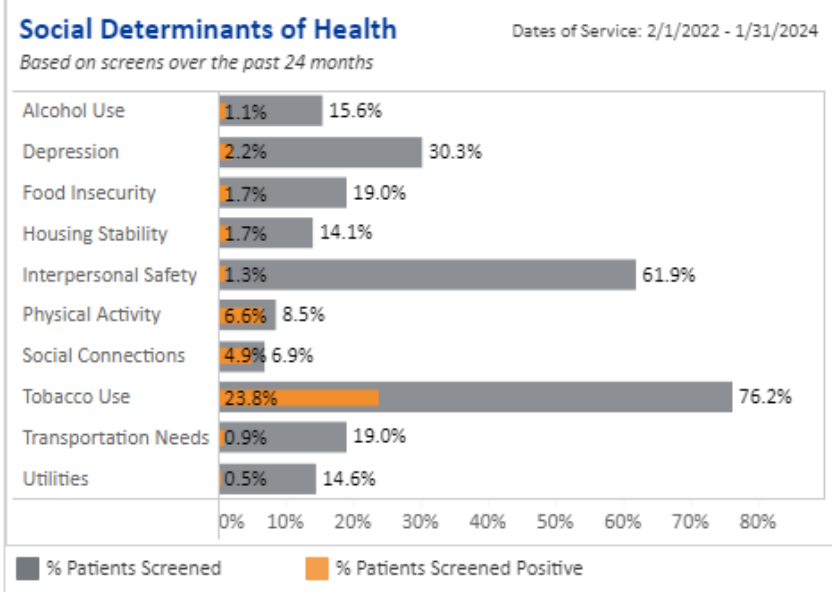
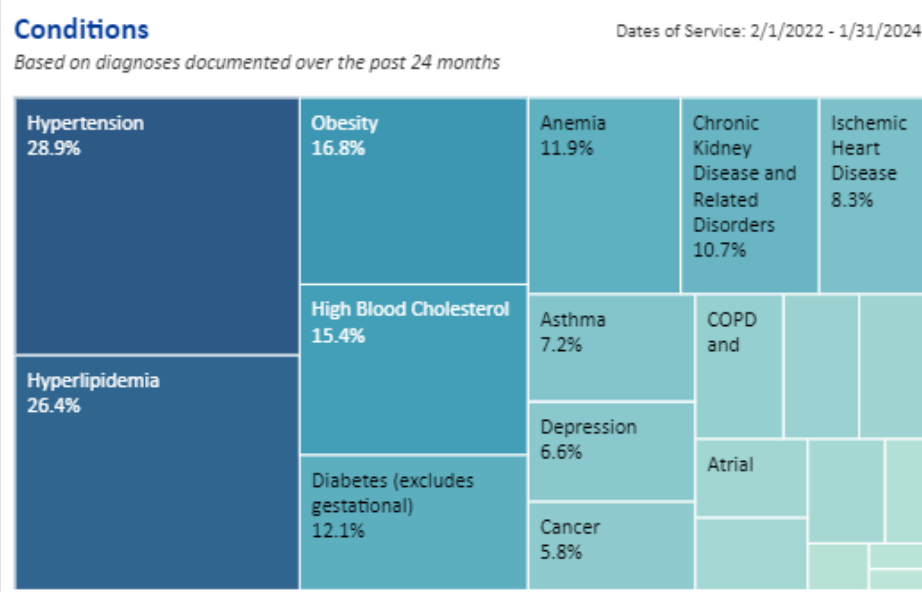
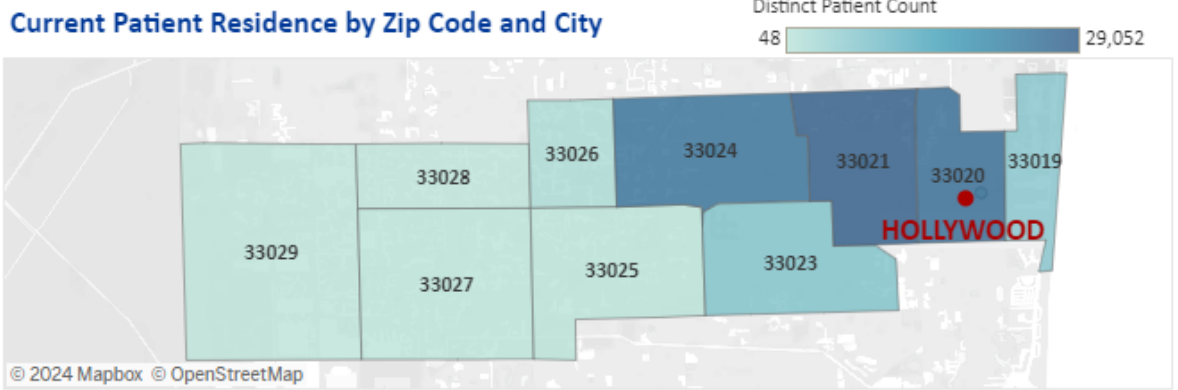
### Demographics

City	Distinct Patient Count	% of Total
HOLLYWOOD	98,524	100.0%
<b>Grand Total</b>	<b>98,524</b>	<b>100.0%</b>



### Charge & Payment Summary

Category	Total Encounters	Total Charge Amount	Total Payment Amount
Ambulatory	131,864	\$112,529,632	\$24,723,081
Emergency	59,297	\$323,797,259	\$29,812,163
Inpatient	13,812	\$1,427,519,564	\$171,596,247
Observation	7,080	\$235,985,495	\$24,819,867
Outpatient	64,548	\$776,430,433	\$73,511,550
<b>Grand Total</b>	<b>276,601</b>	<b>\$2,876,262,383</b>	<b>\$324,462,907</b>



VIEW DETAILS:

- Inpatient Admissions**
- Readmissions**
- Primary Care Visits**
- Emergency Department**
- Avoidable Emergency Department**





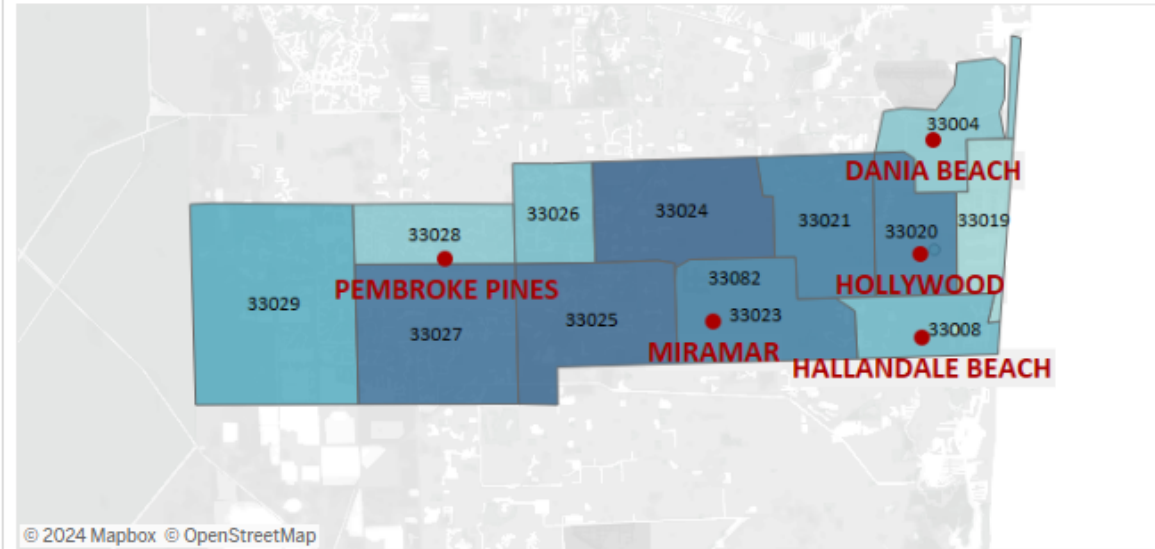
### Filters:

City:  Payer Group:  Race:  Ethnicity:  Age:  Condition:  SDOH At Risk:



### Current Patient Residence by Zip Code and City

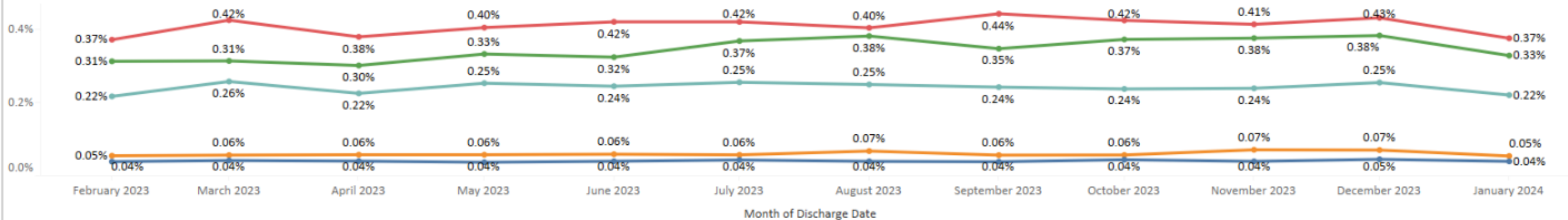
Count of Inpatient Admissions  
 3 5,121



### DRG Detail

DRG Description	DRG Code Set	Billing DRG Code	IP Admissions	Distinct Patient Count with Admissions	% Total Patients with Admissions
NEONATE BIRTH WEIGHT > 2499 GRAMS, NORMAL NEWBORN OR NEONATE WITH OTHER PROBLEM	APR-DRG	640	1,448	1,443	5.31%
NORMAL NEWBORN	MS-DRG	795	1,390	1,387	5.10%
NORMAL NEWBORN	TRICARE DRG	795	33	33	0.12%
VAGINAL DELIVERY WITHOUT STERILIZATION OR D&C WITHOUT CC/MCC	MS-DRG	807	1,199	1,199	4.41%
VAGINAL DELIVERY WITHOUT STERILIZATION OR D&C	TRICARE DRG	807	33	33	0.12%

### Admissions Per Patient



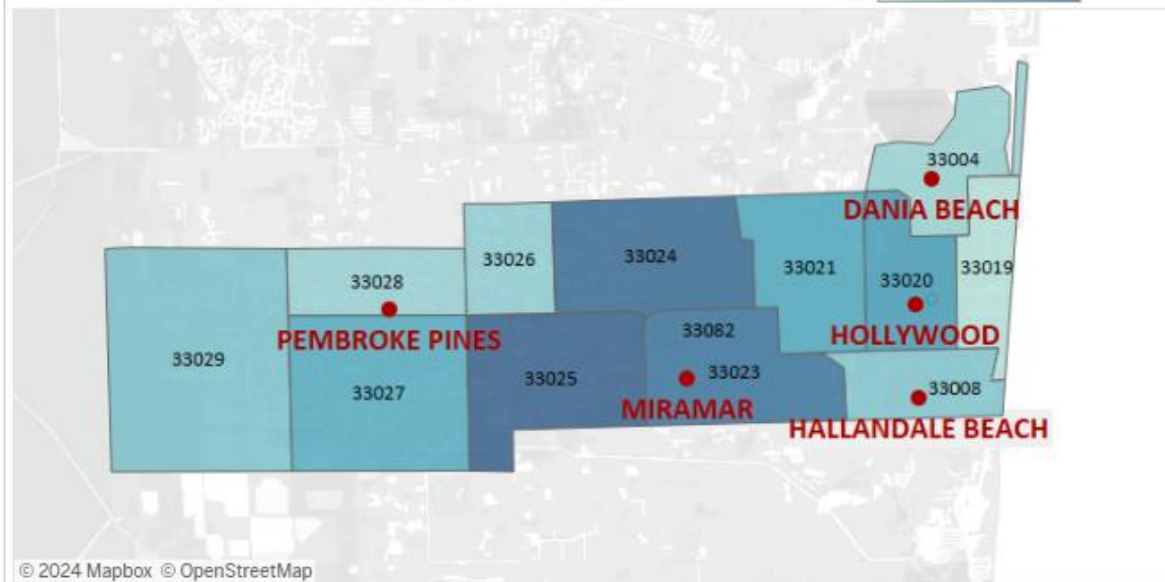


**Filters:**

City: (All) | Payer Group: (All) | Race: (All) | Ethnicity: (All) | Age: (All) | Condition: (All) | SDOH At Risk: (All)

**Current Patient Residence by Zip Code and City**

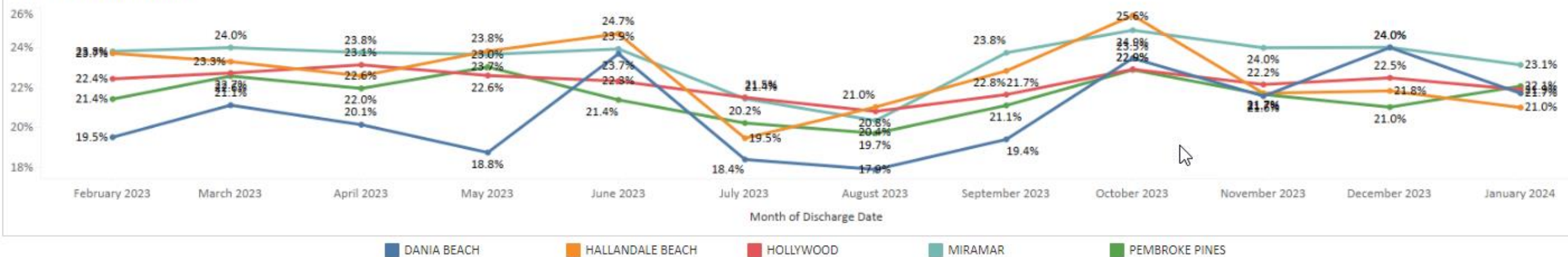
Count of Avoidable ED Visits  
 14 8,325



**Diagnosis Detail**

Diag Code	Diag Description	Avoidable ED Visits	Distinct Patient Count with ED Visits	% Total Patients with ED Visits
J06.9	Acute upper respiratory infection, unspecified( ICD-10-CM: J06.9 )	6,107	5,602	4.58%
N39.0	Urinary tract infection, site not specified( ICD-10-CM: N39.0 )	3,136	2,913	2.38%
J02.9	Acute pharyngitis, unspecified( ICD-10-CM: J02.9 )	2,879	2,725	2.23%
J02.0	Streptococcal pharyngitis( ICD-10-CM: J02.0 )	2,260	2,121	1.73%
J18.9	Pneumonia, unspecified organism( ICD-10-CM: J18.9 )	1,650	1,531	1.25%
J45.21	Mild intermittent asthma with (acute) exacerbation( ICD-10-CM: J45.21 )	991	884	0.72%
R19.7	Diarrhea, unspecified( ICD-10-CM: R19.7 )	846	817	0.67%
N76.0	Acute vaginitis( ICD-10-CM: N76.0 )	762	682	0.56%

**% ED Visits Avoidable**







# One City at a Time | What's Next?

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- **Evaluate the impact of the interventions**
  - Did more patients become insured?
  - Did we reduce avoidable ED visits, admissions or readmissions?
  - Have we reduced the percent of patients with SDOH risk?
  - What was the impact on chronic condition prevalence?
- **Calculate the ROI for the program**
  - Did we reduce the total cost of care?
  - Should we expand the program



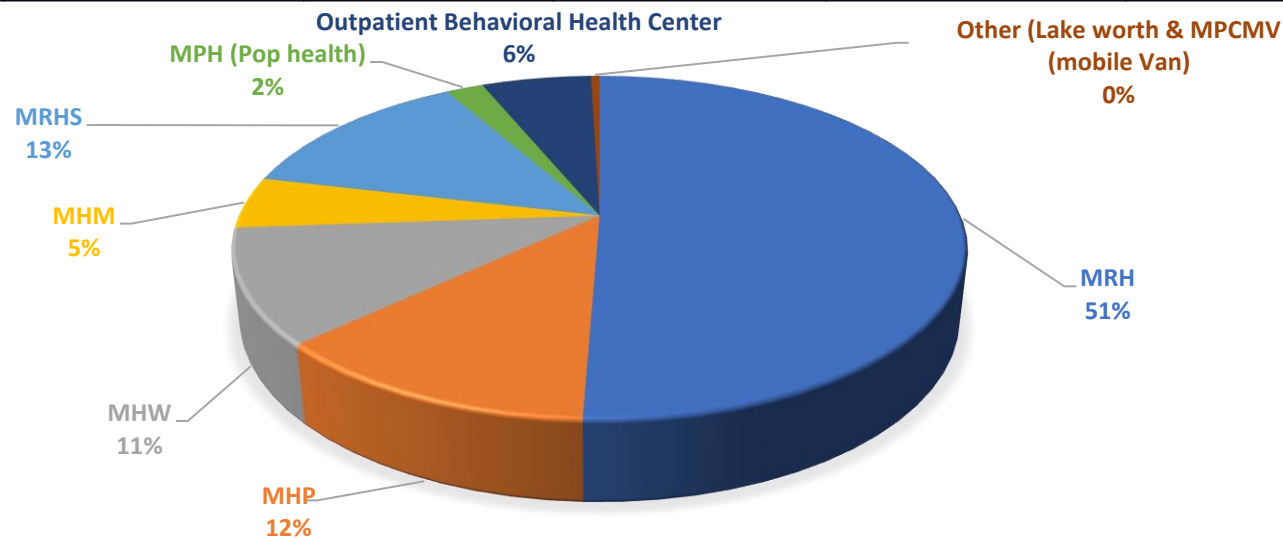
## SDOH Hub and Impact

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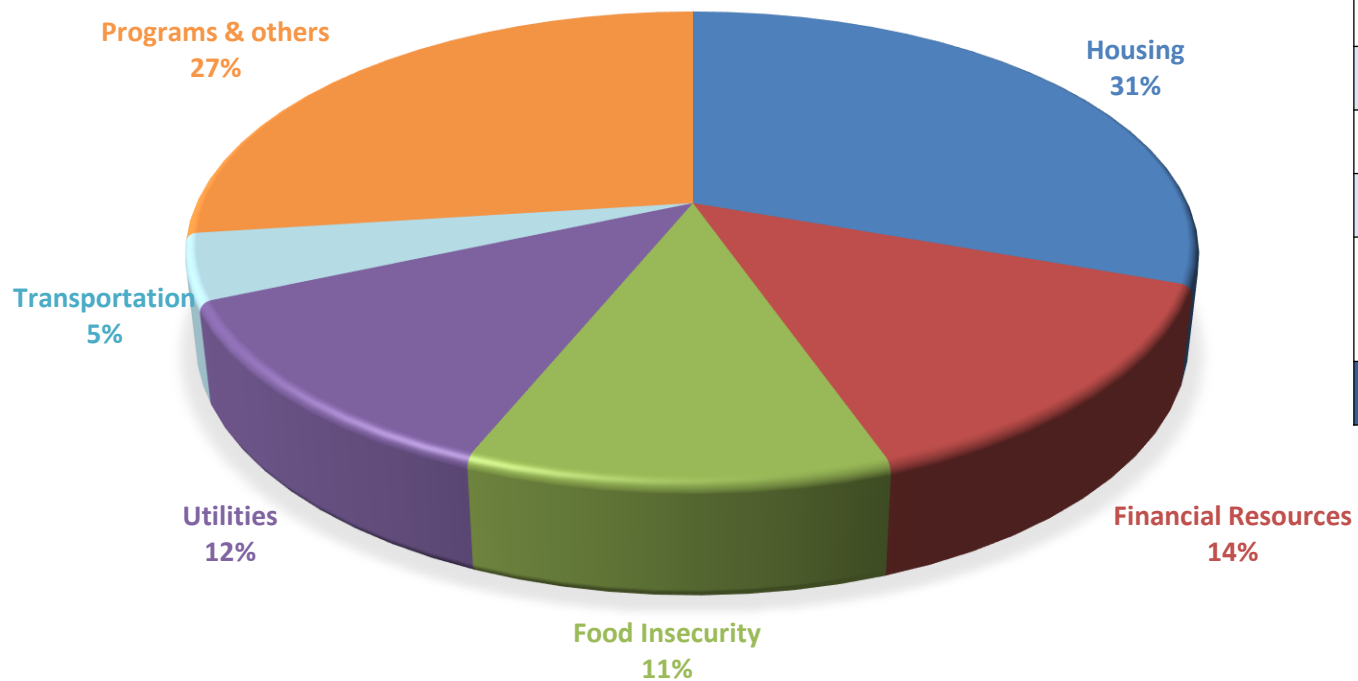


Location	August	September	October	November	December	January	February	YTD
MRH	19	41	60	51	43	93	26	333
MHP	5	20	12	11	12	19	3	82
MHW	2	5	3	5	6	40	10	71
MHM	4	4	5	4	10	4	1	32
MRHS	9	8	10	12	21	20	6	86
MPH (Pop health)			5	3	3	2		13
Outpatient Behavioral Health Center				11	19	8		38
Other (Lake worth & MPCMV (mobile Van))						3		3
<b>Total</b>	<b>39</b>	<b>78</b>	<b>95</b>	<b>97</b>	<b>114</b>	<b>189</b>	<b>46</b>	<b>658</b>





### SDOH-HUB INTERVENTION COMMUNITY REFERRALS YTD 2023-2024



SDOH Risk	February Referrals	YTD
Housing	29	303
Financial Resources	13	141
Food Insecurity	3	114
Utilities	10	122
Transportation	7	45
Programs & others	14	269
<b>Total</b>	<b>76</b>	<b>994</b>





# Referrals to Programs & Others

Programs & Others	August	September	October	November	December	January	February	YTD
LivWell (chronic illness, frequent ED utilizers)	2	2	4	8	8	8	4	36
ALLIES (Senior program)	3	3	4	1		7	1	19
HITS (Medicaid, food stamps and financial assistance MPC)	9	17	24	21	26	43	7	147
HEAL (trauma and case management services for Dania Beach & West Park)					1			1
Case management		5						5
YMCA diabetes program		2	1	1	2			6
Healthy Start program (maternal-child health)	2	1				1	2	6
MOMS (maternal depression and related stressors)	5							5
SHINE (Medicare information network)	8	1	1					10
Legal Aid (POA& Disability)		1	4	1	1	1		8
High Impacto (HIV)	1	1						2
Counseling (Individual, group and/or family counseling)	2		3		1	1		7
West Palm Beach resources	1							1
Continuum Care (hospice)			1					1
Area on Aging in Broward County (long term care)			3		2			5
Broward County Property Appraiser			1					1
Veterans					1			1
Wheelchair (seniors' program)	1							1
Second Chance Society					1	3		4
Victim advocate-Hollywood Police Dept.						1		1
Victim Compensation Fund (Broward County)						1		1
State Attorneys office (Victim Advocate)						1		1
<b>Total</b>	<b>34</b>	<b>33</b>	<b>46</b>	<b>32</b>	<b>43</b>	<b>67</b>	<b>14</b>	<b>269</b>



# Patient Story – SDOH Impact

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- **Patient:** A 48-year-old male with no significant past medical history presented to the ER with a complaint of chest pain
- The patient lost a week of work. He is self-employed, and his income decreased to cover his monthly expenses.
  - Onsite assessment was completed and identified areas of need including:
    - **Food insecurity, Financial Resource Strain, and Utilities assistance**
- **Interventions Provided:**
  - Goodman Jewish Family Services (rental assistance)
  - WeCare Food Pantry
  - Community Enhancement (food pantry delivery)
  - LIHEAP (Low Income Home Energy Assistance Program)
- **Outcomes:**
  - FPL bill was paid in Full
  - Groceries were provided
  - Receiving partial rental assistance





# How did this patient improve through the SDOH Health Hub interventions?

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## 1. Access to Resources:

The patient was connected to different resources available in the community and educated on how to engage these services independently.

## 2. Psychosocial Factors:

The patient reduces his stress due to the intervention of the SDOH program through connecting pt with food and housing resources.

## 3. Healthcare Access and Quality:

Primary care and cardiologist appointments for continued care to prevent more emergency visits.



## Patient Impact

Miss Davis, I know you're just doing your job. But I'm very, very thankful that you are doing your job. And you're doing it at the highest level. How you help me, and I'm so thankful for that. Thank you so much never forget. Might not be much, but you came from your heart. And I really appreciate that, thank you so much.



Ms. Adriane, can't thank you enough for all you did today.

Especially and most important to me right now was your company and how safe I felt for the first time in a very long time 🙏🙏

Omg that is so great. Thank you Adrienne you have no idea how much this helped us out. And this was these were the hardest times of my life.

You are amazing idk how many times I can tell u until u get annoyed but u guys helped so much especially during this holiday. It is like you work for God.







# One City at a Time Kickoff in Hollywood





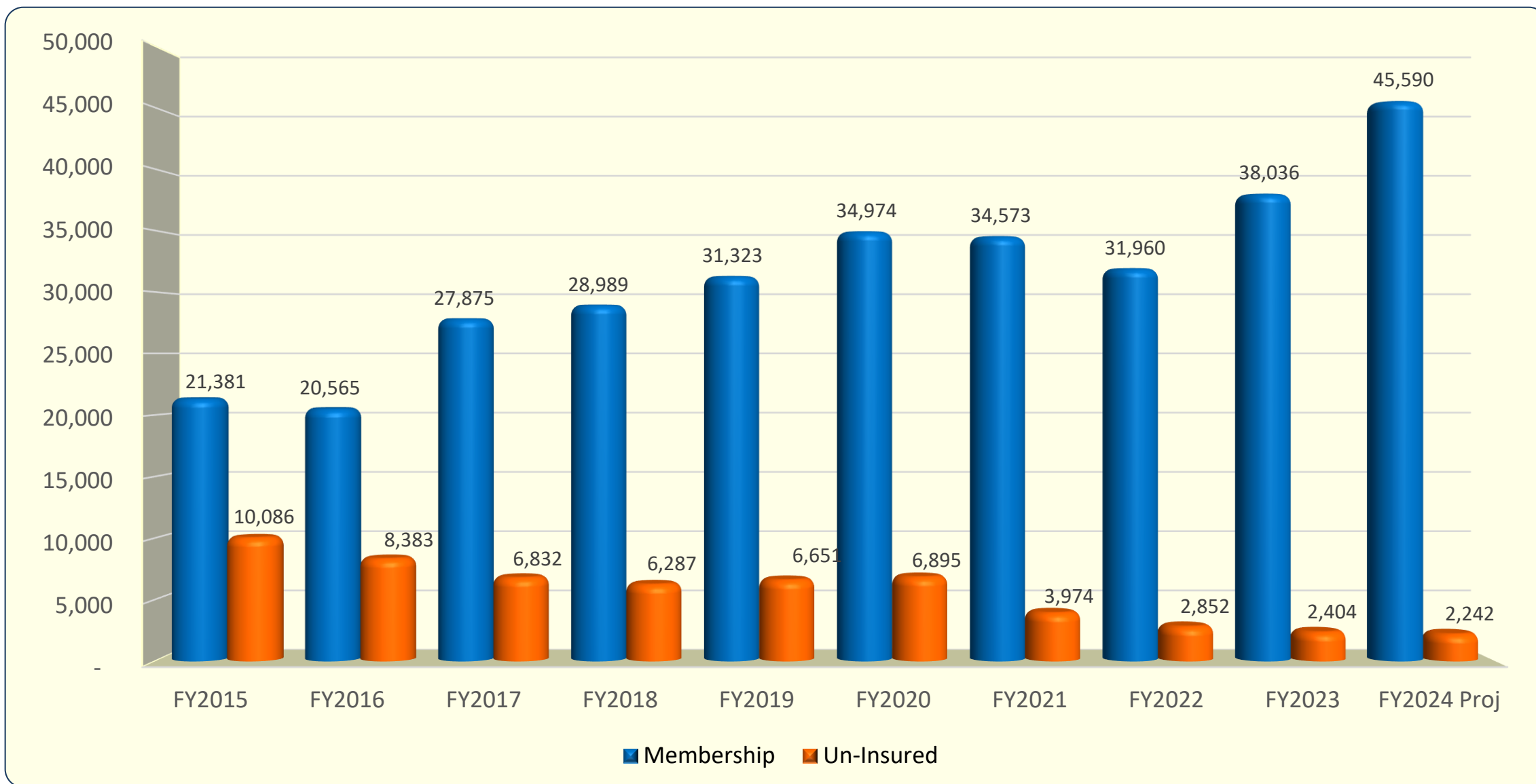


## Financial Impact – Serving the Community

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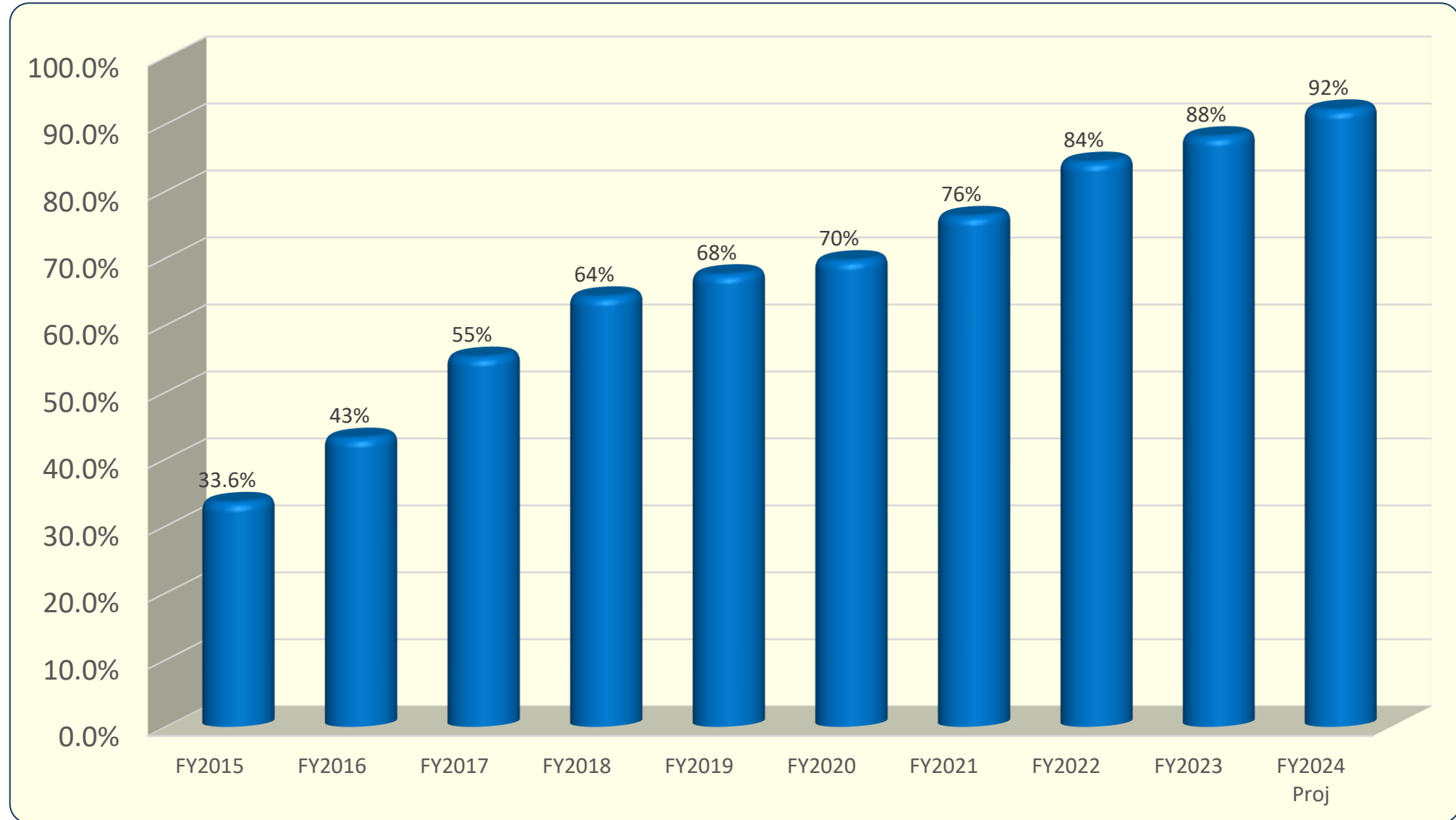


# Membership



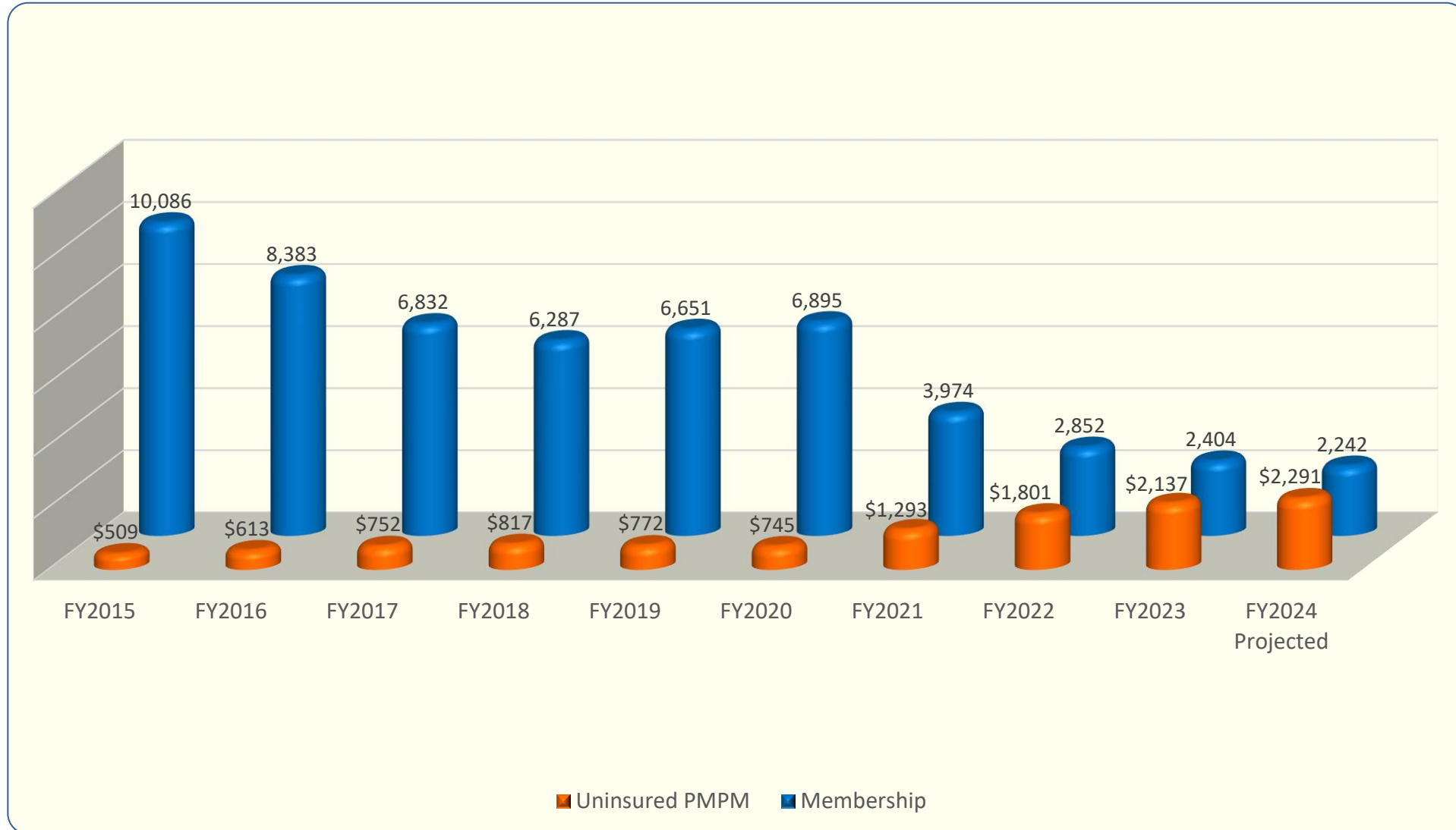


# Payor Mix





# Un-Insured Membership & PMPM





# Referrals

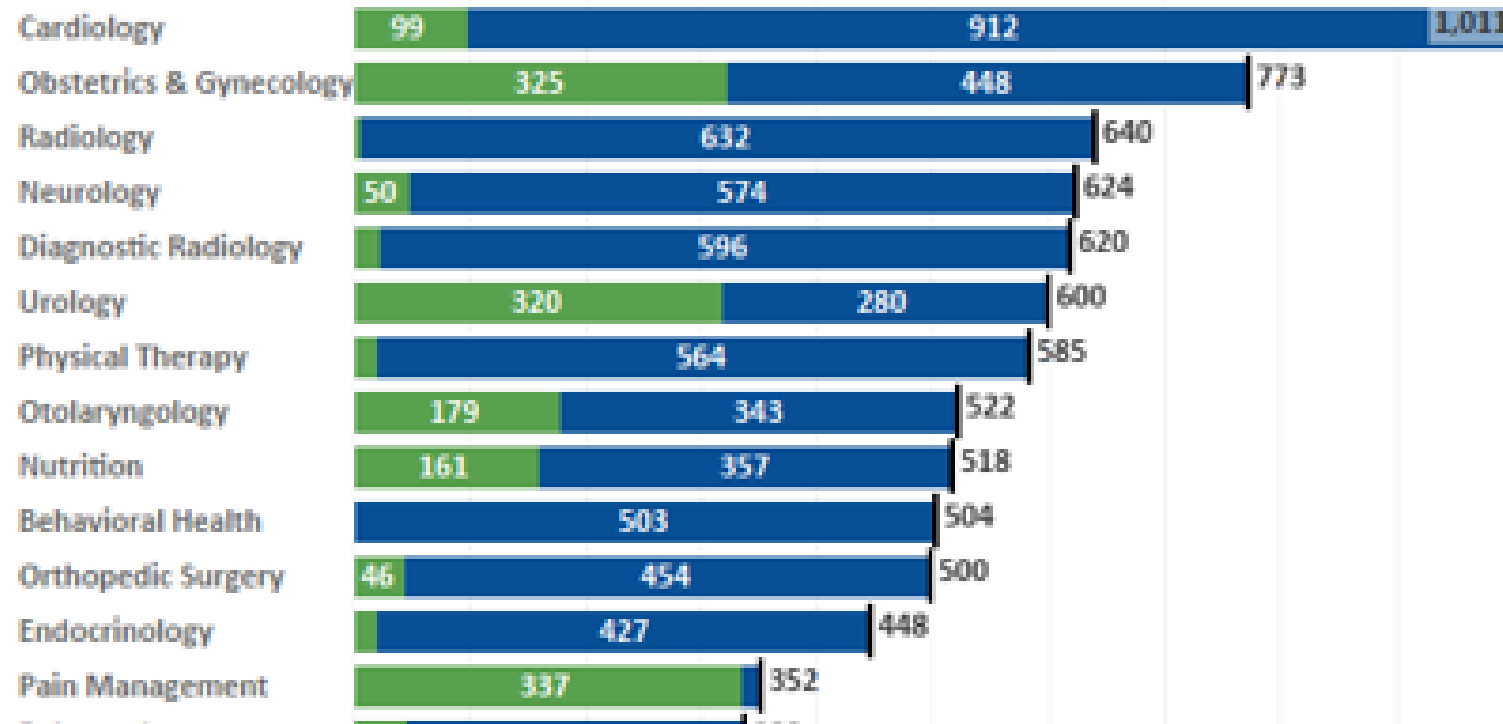
A.) All Referrals | **10,677**

B.) % Referrals to MHS | **78.6%** | **8,397**

C.) % Referrals to NonMHS | **21.4%** | **2,281**

## 1. Referrals MPC Referred to | Specialties

Count of referrals to MHS & NonMHS Specialties that MPC referred to



## 3. Referrals MPC Referred to | Department

Count of referrals to departments MPC referred to

\*Unspecified Department Referrals: None

1	Memorial Division of Car...	794
2	MEMORIAL REGIONAL H..	791
3	Memorial Division of Ne..	561
4	Memorial Division of Ort..	478
5	MEMORIAL HOSPITAL W..	411
6	MRH BEH HEALTH OP	360
7	Memorial Division of Ge..	337
8	MEMORIAL REGIONAL O..	333
9	SOUTH BROWARD HOSP..	303
10	Memorial Division of Ot..	300

## 4. Referrals MPC Referred to | Provider

Count of referrals to Providers MPC referred to

\*Unspecified Provider Referrals: None

1	MEMORIAL REGIONAL ..	855
2	MEMORIAL REGIONAL ..	660
3	MEMORIAL HOSPITAL ..	476
4	MEMORIAL REGIONAL ..	342
5	SOUTH BROWARD HOS..	318
6	MEMORIAL HOSPITAL ..	301
7	FRASER, MARIKA A	295
8	ERICKSON, NANCY LEA	286
9	GUZMAN, JOSE AOGUS..	247
10	BLAYA, MAIKE TIEDE	202



**Questions?**