

WEDFAN Impact Assessment: COVID 19

SUMMARY

- Frequent Attenders account for 85,000 attendances to EDs in Wales a year (Appendix 1 Infographic)
- Case management, led by ED Case Managers, with multi-agency support, reduces these ED attendances by 95% (*data from 5 years of part time case management work across Wales*)
- ED attendances and length of stay are the greater resource demand from this cohort but yearly baseline admissions into hospital beds from these attendances is 13%
- Case Management decreases the conversion rate from ED attendance to hospital admission by 36%
- Case Managers are currently being pulled out of these roles to go back into areas such as general ward nursing, mental health and emergency care
- Frequent Attenders will therefore continue to use services and be admitted at an increased rate (see demographics below) – but now will have no co-ordinated support to help them through this pandemic and reduce this demand
- It is strongly advised that Case Management continues in each ED to ensure demand is reduced as safely as possible across USC during this time of unprecedented challenge, and that there is a nationally led co-ordination of this work to ensure it links in with the strategic aims of the National Programme for Unscheduled Care

Context

Frequent Attenders to Emergency Departments are those who attend EDs 5 times a year or more. In Wales, services are in place to support the higher end of this cohort – those who attend EDs 4 times a month.

These services are managed and supported by the National Programme for Frequent Attenders to USC, and are led by ED Case Managers

There are Frequent Attender Services in each of the health boards in Wales with a Tier 1 ED

Current status in Wales

- 12,362 frequent attenders (5 times a year or more)
- 84,635 attendances in a year
- A total time spent of 386,330 hours in Emergency Departments **in one year** across Wales (equivalent to 44 years)
- 8.5% of all ED attendances in Wales are by a frequent attender

During COVID-19, Frequent attendees are still making contact with Unscheduled Care, due in most part to the demographics from which the most vulnerable are drawn:

- Those with ACE's who have an increased risk due to poor physical health needs.
- Older adults who are isolated and may have a number of co-morbidities
- Patients with health anxiety who require intensive psychological support
- Patients known to mental health services that are at risk of harm and challenging behaviours during periods of stress and emotional turmoil
- Rough sleeping and homeless patients who attend with unmet physical and mental health needs.
- Patients with learning disabilities who have health anxiety or challenging behaviours that can increase further trauma without the correct management plan
- Palliative Care patients
- Persons using substances to help self-manage stressors

The Frequent Attender Case Manager role is to:

- Reduce contacts with Unscheduled Care
- Reduce time spent in the Emergency Department
- Reduce time WAST are on scene with patients
- Reduce time practitioners spend on consultations in the Out of Hours service.
- Co-ordinate multi-agency support across health, local authority, police and 3rd Sector agencies
- Create Multi Agency Anticipatory Care Plans for patients to promote a consistent approach on each contact.
- Hold the ring on communication between agencies, promoting joint decision making
- Provide support to patients on a daily basis as a point of contact rather than 999 or ED

National Support for this work stream

WEDFAN is working with the Emergency Department Quality and Delivery Framework Programme to support the redirection, navigation and streaming of their patient cohort away from USC, particularly during the COVID-19 pandemic

The Operational Support Manager is actively engaged in sourcing and co-ordinating support from a wide range of services/agencies across the public, private and 3rd Sector, in order to continue supporting this work stream and reduce demand on USC, freeing up capacity for both COVID-19 and non COVID patients

It is recommended that this work continues during the pandemic to:

- Support Unscheduled Care services to decrease attendances and length of stay
- Decrease admission conversion rates thereby releasing bed occupancy
- Ensure patients have continued support from available or alternative community services
- Continue to increase the well-being of the patients the service supports
- Continue to work with the other agencies remotely
- Ensure all current Anticipatory Care Plans are updated with actions to incorporate COVID-19
- Continue highlighting and sharing Information Alerts between EDs for frequent attenders of multiple EDs
- Liaise with partner agencies like Police and Counter Fraud for the sharing of risk
- Support the EDQDF with streaming principles and options to align with the Redesigning Access to Emergency Care model

For further information/data, please contact: william.adams3@wales.nhs.uk or anna.sussex@wales.nhs.uk

Attendances to Welsh Emergency Departments involving 5 or more visits per year

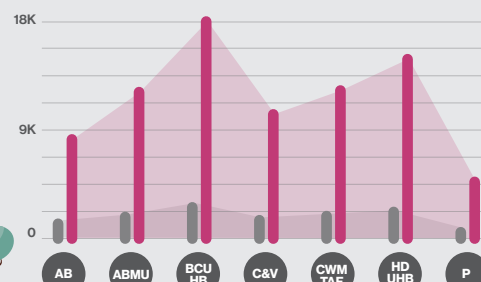
Average attendee

1.4
attendances per person

Frequent attenders*

6.8
attendances per person

No of Attenders vs No of visits



Length of stay
5.2 hrs per attendee
3.7 hrs per visit

TOTALS FOR ALL ATTENDEES

No of attendees: 746,861
No of visits: 1,048,532
3,902,543 hrs



TOTAL COST FOR ALL ATTENDEES
£401,181,420



Length of stay
32 hrs per attendee
4.6 hrs per visit

TOTALS FOR ALL ATTENDEES

No of attendees: 12,362
No of visits: 84,635
386,330 hrs



TOTAL COST FOR ALL FREQUENT ATTENDERS
£39,714,724

Health board comparisons

Attendances by region

BETSI CADWALADR UNIVERSITY HEALTH BOARD

Attendees: 2,724
Attendances: 18,918
125,686 hrs £12,920,520

HYWEL DDA HEALTH BOARD

Attendees: 2,329
Attendances: 15,633
68,198 hrs £7,010,754

ABERTAWE BRO MORGANNWG UNIVERSITY HEALTH BOARD

Attendees: 1,882
Attendances: 12,762
63,169 hrs £63,169

BCU HB

P

HD UHB

CWM TAF

AB

ABMU

C&V

POWYS TEACHING HEALTH BOARD

Attendees: 558
Attendances: 4,941
3,058 hrs £314,362

CWM TAF HEALTH BOARD

Attendees: 1,965
Attendances: 12,909
52,822 hrs £5,430,101

ANEURIN BEVAN HEALTH BOARD

Attendees: 1,296
Attendances: 8,648
40,226 hrs £4,135,232

CARDIFF & VALE HEALTH BOARD

Attendees: 1,608
Attendances: 10,824
33,172 hrs £3,410,081