Hotspotting in Lowell
Timothy A. Baloda, Brian L. McQuaide, Elias A. Nammour, Gregory A. Zandrow

Introduction
Analyzing patterns of high utilization of emergency department services at Lowell General Hospital (LGH) by Lowell Community Health Center (LCHC) patients.

Goals
- Observe the interaction between LGH and LCHC
- Determine regional patterns in ED high utilizers

Players Involved
- Lowell Community Health Center
- Lowell General Hospital, Main Campus
- Lowell General Hospital, Saints Campus
- Community Opioid Outreach Program (CO-OP)
- Circle Care/CHART Program

LCHC Population Demographics
In 2012:
- Served 46,991 patients
- 91% are below 200% of the federal poverty level
- Over 50% of patients were served in a language other than English
- More than 70% were people of color

Acknowledgements
- Marylou Leonhard, RN
- Robert Ebersole, Esq.
- Lisa Brown, NP
- Mary Silva, RN
- Kevin Garneau, Lowell PD
- Nathan MacDonald, MD

Results

Conclusions
LCHC is ill-equipped to handle their current patient volume. Thus, they have difficulty reaching out to their high utilizers.

The CHART program has attempted to mitigate this issue by contacting and following LGH’s high utilizers. However, with limited communication between the two institutions, many patients continue to frequent the ED.

Suggestions
Appoint liaison to facilitate coordination of care between LCHC and LGH
Provide EMR access to CHART staff

References