

Emergency admissions: a Population Health Management approach to reducing emergency admissions in Bridgend East



Local Context

Health Board: Cwm Taf Morgannwg University Health Board

Primary Care Cluster: Bridgend East

Population size: 78,129

Deprivation: 21.5% of the population live in the two most deprived fifths



Aim

The aims of the project were focused on testing the feasibility and acceptability of implementing Population Segmentation and Risk Stratification data approach in Bridgend East, and if using such data resulted in a decrease in GP surgery attendance and potentially prevented some avoidable emergency admissions.



Project Cohort

Using a Population Health Management approach, patients were eligible if they were:

- Registered with a general practice in Bridgend East Primary Care Cluster
- Living in the two most deprived fifths in Bridgend East Primary Care Cluster
- Age 50 years +
- In the high or moderate risk group for emergency admission in the next 12 months in population segments 3, 4, 6, 7, 8, 9 or 10
- Have a respiratory, circulatory or mental health condition



Size of cohort

428 patients identified



Intervention

The Population Health Management Unit worked closely with Bridgend East Primary Care Cluster to develop this project.

Practice staff contacted patients in February and March 2023, conducting conversations to understand patient need and support wanted.

Patients were referred to one or more services as appropriate; including the East Integrated Community Network team (ICNT), Care and Repair and social prescribing.



Patient Pathways

139 patients

successfully contacted

45 patients

referred to an intervention

19
to
ICNT

19
to
Healthy
Homes

21
to social
prescribing



Evaluation

This was one of the first applications of a PHM approach in primary care in Wales, supporting the primary care cluster to take a proactive, preventative approach to patient management. Insight and learning from this project will inform and support future projects from conception, roll out and process and outcome evaluation.

Staff Feedback

"The referrals we received were all appropriate, with excellent outcomes and benefits to the patient"

