

Emergency Department Boarding and Crowding Workgroup

September 18, 2024 | 3:00-4:00pm

Meeting Minutes

Members present: Greg Allard, Jonahan Bankoff, John Brancato, Lara Chepenik, Phil Davis, Dock Fox, Lisa Freeman., Daniel Freess, Beth Liebhardt, Jennifer Martin, Miriam Miller, Chris Moore, Mairead Painter, Gregory Shangold.

Members absent: Matt Barrett, Barbara Cass, Phil Davis, Charles Dike, Rebekah Heckmann, Michael Holmes, Renee Malaro, Craig Mittleman, Mag Morelli, Phillip Roland.

Introduction

- Chris Moore called the meeting to order at 3:03pm.
- John Brancato motioned to approve the minute; Greg Shangold seconded.
 - The minutes passed without discussion.

Sharing of Frontline Experiences

- Greg Shangold shared that based on a call he had with seven different emergency physicians, this past Monday was a very bad day in Emergency Departments throughout the state, across different systems, and in both pediatric and adult care.

Office of Health Strategy (OHS) Discussion

- Chris shared a document with a drafted public comment to the OHS. He expressed concern that OHS does not acknowledge boarding, and that the report was misleading about the level of ED boarding and crowding occurring in the state.
 - Members shared their feedback on the draft letter.
- Miriam Miller highlighted that state agencies may not sign off on public comment letters commenting on the policies of other agencies and encouraged group members to individually sign their names on the letter, as members of the working group.
- Chris took a vote for members who were willing to add their name to the public comment to OHS. Those present at the meeting who were willing to sign on the letter are listed below:
 1. Greg Allard
 2. Jonathan Bankoff
 3. John Brancato
 4. Lara Chepenik
 5. Phil Davis
 6. Dock Fox
 7. Lisa Freeman
 8. Dan Freess
 9. Beth Liebhardt
 10. Jen Martin
 11. Greg Shangold
 12. Anumeha Singh
- Chris will send out an email to all members, to solicit the names of any additional members who would like to sign onto this letter to OHS.

ED Data Discussion

- Chris shared a draft proposal for a quality metric with the group and asked for feedback on incorporating this information into the report.
- John Brancato added that the request for number of ED facilities should specify that hallway beds do not count as an ED space.
- Jonathan Bankoff flagged that he received some questions about how the group would like to count admissions versus ED observations.
 - The group clarified how they handle inpatient observation versus ED observations, since different hospitals use the term observation differently.

Oregon approach: Oregon Capacity System; Apprise data

- Chris updated the group on the state of Oregon's approach to emergency department boarding and crowding – he is presenting to the state legislature on Monday on Connecticut's work so far.
 - Oregon is setting up a discharge planning taskforce
- In COVID, the state set up the Oregon Capacity System, which gives officials data on emergency departments around the state. This is funded by the Oregon Hospital Association.
 - Chris suggested that coordination between systems and players in the state is important, and the way Oregon is managing data could be something that CT looks into.

Workgroup Report

- For the group's report, Chris summarized ideas proposed by the solutions subgroup that should be included as sections in the report. Proposed sections (and point person when applicable) are below:
 - Prior authorization
 - Medicaid payment reform – Greg Shangold
 - Mental health resources – Beth Liebhardt
 - Conservatorships – Anumeha Singh
 - Lessons from Maryland
 - Consider capacity coordination/CONs
- Chris will create an outline, but encouraged interested members to help contribute to the report's writing.

Closing

- The meeting adjourned at 3:56pm.