

Massachusetts Case Mix

FY 2021 Hospital Emergency Department Visit Data

RELEASE NOTES

Background

These release notes provide information for users of the FY 2021 Emergency Department Visit Data (EDD). The data includes emergency visits from Massachusetts acute care hospitals for the period of October 1, 2019 – September 30, 2020.

The Center for Health Information and Analysis (CHIA) has made minimal changes to the FY 2021 data structure/elements. Users of the data should consult the Fiscal Year 2021 Documentation Manual for further details.

Data Notes

- Sturdy Memorial Hospital (Org Id 129) did not submit quarterly EDD for FY21.
- Cambridge Health Alliance closed their Emergency Department at Somerville Hospital (Org Id 143) on April 30, 2020. EDD is not reported for FY21.
- Steward Norwood Hospital (Org Id 41) temporarily closed on June 29, 2020 due to flooding. EDD is not reported for FY21.
- Leonard Morse Hospital (Org Id 457), a campus of MetroWest Medical Center, closed their Emergency Department on October 25, 2020. EDD is only reported for quarter 1.
- Baystate Mary Lane Outpatient Center and Satellite Emergency facility (Org Id 6) permanently closed on June 3, 2021. Services were consolidated to Baystate Wing Hospital (Org Id 139). EDD is only reported for the first three quarters of FY21.
- Steward Health Care Hospitals do not currently collect patient information on Homeless Status. This is being evaluated for future collection.
- Boston Medical Center – Menino Pavilion Campus (Org Id 16) included a date of birth of 19000101 on over 220 patient ED visits. This date is used as a default if unknown at ED admission.
- Boston Medical Center – Menino Pavilion Campus (Org Id 16) and UMass Memorial Health Hospitals are reporting “OTHER” in the attending and/or operating physician data field. This is currently under investigation.
- Baystate Medical Center (Org Id 4) overstated the number of ED visits associated with insurer Health New England (HNE) due to a mapping issue which included HNE Medicaid and Medicare products. Resubmissions were not able to be included in the Final EDD FY21 release. Below is a summary of the corrected ED visits.

SOURCE OF PAYMENT	REPORTED ED VISITS	ACTUAL ED VISITS
24 – HEALTH NEW ENGLAND	13,842	3,779
134 – MEDICARE HMO - OTHER	1,186	1,500
311 – OTHER ACO	0	9,749

FY 2021 – Provider Specific Notes

Prior to releasing the FY 2021 EDD, CHIA provides the hospitals with a profile of the data submitted. Providers may resubmit data or may provide written feedback to CHIA. Below is a summary of some of the key feedback received.

- Athol Hospital (Org Id 2):
 - Noted some inaccurate reporting for Source of Visit and Patient Zip Code. Due to a system conversion on February 1, 2021, two different systems of patient records were combined to create quarter 2 data. This resulted in data dictionary/mapping issues including Source of Visit. The majority of patients seen in the ER are Walk-Ins/Self-Referrals but quarter 2 reporting understated these visits and overstated Direct Physician Referrals.
- Baystate Medical Center (Org Id 4):
 - Noted the annual decline in Payer Type - Medicaid Managed Care reflects a more appropriate reclassification to Medicaid Accountable Care.
- Berkshire Medical Center (Org Id 7):
 - Noted all patients are incorrectly reported as not Hispanic/Latino/Spanish. This is currently under investigation.
- Beth Israel Deaconess Hospital - Milton (Org Id 98):
 - Noted a reporting issue for Top 10 Ethnicity Status in quarters 1 and 2. All patients not identified as “American” were incorrectly categorized as “Other Ethnicity”.
- Beth Israel Deaconess Hospital - Needham (Org Id 53):
 - Noted increased ED visits attributed to new patient activity due to the closure of Steward Norwood Hospital.
 - Noted the inclusion of additional ethnicity options in their EHR system resulted in category shifts.
 - Noted fluctuation in payer types due to mapping changes required to adhere to CHIA’s updated FY21 specifications.
- Fairview Hospital (Org Id 8):
 - Noted all patients are incorrectly reported as not Hispanic/Latino/Spanish. This is currently under investigation.
- Heywood Hospital (Org Id 73):
 - Noted some inaccurate reporting with Source of Visit and Patient Zip Code. Due to a system conversion on February 1, 2021, two different systems of patient records were combined to create quarter 2 data. This resulted in data dictionary/mapping issues including Source of Visit. The majority of patients seen in the ER are Walk-Ins/Self-Referrals but quarters 2, 3 and 4 understated these visits and overstated Direct Physician Referrals.
- Holyoke Medical Center (Org Id 77):

Due to an EHR system conversion, data issues were identified that are currently being investigated:

 - Noted incorrect registration workflow instructions for Type of Visit resulted in > 99% ED visits reported as Emergency and 0% reported as Non-Urgent.
 - Noted all Walk-In/Self Referrals ED visits are erroneously included as Direct Physician Referrals.
 - Noted all patients are incorrectly reported as not Hispanic/Latino/Spanish.
 - Noted a misinterpretation of Patient Departure Status specifications resulted in patients that eloped from an ED visit being incorrectly reported as met in the ED by personal physician and not seen by staff.
- Lawrence General Hospital (Org Id 83):
 - Noted staff retraining on the collection of Race and Ethnicity data resulted in improved reporting of these data fields in FY21.

- Noted > 99% of patients are incorrectly reported as not Hispanic/Latino/Spanish which does not align with their patient population. This is currently under investigation.
- Noted Source of Visit reported as “Information Not Available” is currently under investigation.
- MelroseWakefield Hospital (Org Id 141):
 - Noted increase in Patient Departure Status – Eloped is due to the high wait times experienced in the ED during COVID-19 surges. Patients left without being seen.
- Milford Regional Medical Center (Org Id 97):
 - Noted decline in Source of Visit - Direct Physician Referrals is due to the COVID-19 pandemic since more patients came directly to the ED from home.
 - Noted patients not reporting Hispanic Status at registration, an optional field.
 - Noted the increase in Unknown Ethnicity is due to the high volume of ED visits due to COVID-19.
 - Noted EHR system conversion resulted in reporting shifts in some data fields.
- Signature Healthcare Brockton Hospital (Org Id 25):
 - Noted discrepancies with Top 10 Patient Zip Code for the town of East Bridgewater and some Top 10 Service Line Item Codes when compared to hospital records. CHIA was able to validate the submitted data.
- Steward Health Care Hospitals:
 - Noted discrepancies with Payer Type. The number of ED visits that include Self Pay as the insurer are overstated. Some of these visits should have been reported as Health Safety Net insurance plans.

The following hospitals resubmitted data prior to finalizing the FY 2021 EDD release available in July 2022.

- Athol Hospital (Org Id 2) resubmitted quarters 3 and 4 to correct source of visit.
- Cape Cod Hospital (Org Id 39) resubmitted all quarters to correct discharge date, source of visit, race, ethnicity, payer type, payer source, homeless indicator, and hospital service site summary.
- Falmouth Hospital (Org Id 40) resubmitted all quarters to correct discharge date, source of visit, race, ethnicity, payer type, payer source, homeless indicator, and hospital service site summary.
- Lahey Addison Gilbert Hospital (Org Id 109), Lahey Beverly Hospital (Org Id 110), Lahey Hospital & Medical Center – Burlington (Org Id 81) and Winchester Hospital (Org Id 138) resubmitted all quarters to correct first and last names on some duplicate patient records.
- Martha’s Vineyard Hospital (Org Id 88) resubmitted all quarters to correct Medicaid Managed Care and Commercial payer codes.
- Massachusetts General Hospital (Org Id 91) resubmitted quarters 1, 2 and 3 to correct Medicare payer codes.
- Mount Auburn Hospital (Org Id 100) resubmitted all quarters to include attending and/or operating physician license numbers previously reported as “OTHER”.
- North Shore Medical Center – Salem Campus (Org Id 116) resubmitted all quarters to correct payer codes and patient ethnicity.

End User Support

Data documentation for Case Mix data releases can be accessed at <https://www.chiamass.gov/case-mix-data/>