

# Massachusetts Case Mix

## FY 2023 Hospital Emergency Department Visit Data

### RELEASE NOTES

#### Background

These release notes provide information for users of the FY 2023 Emergency Department Visit Data (EDD). The data includes emergency visits from Massachusetts acute care hospitals for the period of October 1, 2022 – September 30, 2023.

The Center for Health Information and Analysis (CHIA) has made minimal changes to the FY 2023 data structure/elements. Users of the data should consult the [Fiscal Year 2023 Documentation Manual](#) for further details.

#### Data Notes

- MetroWest Medical Center – Framingham Campus (Org Id 49) and Saint Vincent Hospital (Org Id 127) are missing Transfer Org Ids for FY 2023 quarters 3 and 4 due to a system conversion. This is expected to be corrected for FY 2024.
- Signature Healthcare Brockton Hospital (Org Id 25) temporarily closed as of February 7, 2023, due to a transformer fire and did not submit quarterly EDD files for FY 2023 quarters 3 and 4.
- Steward Norwood Hospital (Org Id 41) temporarily closed on June 29, 2020, due to flooding and did not submit quarterly EDD files for FY 2023. This site is currently undergoing a complete renovation and rebuild.

#### FY 2023 – Provider-Specific Notes

Prior to releasing the Final FY 2023 EDD, CHIA provides the hospitals with a profile of the data submitted. Providers may resubmit data or provide written feedback to CHIA. Below is a summary of some of the key feedback received.

- Berkshire Medical Center – Berkshire Campus (Org Id 7):
  - Noted admit source mapped incorrectly to Extramural Birth resulting in a minimal volume over reported. This has been corrected for FY 2024 submissions.
  - Noted total Number ED Hours >24 increased significantly in FY 2023 representing a policy change in the ER for psychiatry patients held in the ED psychiatric ward for 24 hours before transferring to the Inpatient Psychiatric Unit.
- Beth Israel Deaconess Medical Center - East Campus (Org Id 10):
  - Noted fluctuations between Primary Source of Payment categories across all quarters attributed to an increase in safety net coverage related to an increase in demand due to economic conditions (for example, unhoused and migration).
- Beth Israel Deaconess Hospital - Milton (Org Id 98):
  - Noted a 10% volume increase for total Emergency type patient visits in FY 2023 compared to FY 2022.

- Noted patients are increasingly reluctant to provide SSN data which is required to create CHIA generated Unique Health Information Numbers (UHIN).
- Beth Israel Deaconess Hospital – Needham (Org Id 53):
  - Noted a 9% increase in total ED visits in FY 2023 due to the closure of Steward Norwood Hospital.
- Cape Cod Hospital (Org Id 39):
  - Noted shifts in Source of Visit categories due to improved reporting.
  - Noted improvement in Hispanic Indicator and Patient Ethnicity data collection due to reverification process implementation and improvements in self-registration to decrease volumes for Unknown or declined responses.
  - Noted Primary Source and Type of Payment reporting shifts due to the discontinuation of the Steward Health Choice Medicaid ACO as of March 31, 2023.
- Cooley Dickinson Hospital (Org Id 50):
  - Noted Source of Visit - Direct Physician Referral category experienced an upward trend in volumes across quarters in FY 2023 as more patients could access physician care before an ED visit.
- Emerson Hospital (Org Id 57):
  - Noted a 48% decrease in FY 2023 from FY 2022 in Source of Visit volume due to an overall reduction in direct referrals for patient reported COVID.
  - Noted 50% decrease in Noninvasive Ear and Pulse Oximetry beginning in FY 2023 quarter 3 due to a policy change in how charges for pulse oximetry are utilized. Billing was discontinued when included as part of a vitals check for a patient and continued only when physician ordered and deemed medically necessary.
- Falmouth Hospital (Org Id 40):
  - Noted shifts in Type of Visit categories due to improved reporting.
  - Noted fluctuations in Source of Visit reporting due to improvements in staff training.
  - Noted fluctuations in Patient Ethnicity with plans to implement reverification process for Unknown or declined responses along with an increase in self-registration.
  - Noted Primary Source and Type of Payment fluctuations due to discontinuation of Steward Health Choice Medicaid ACO as of March 31, 2023.
- Holyoke Medical Center (Org Id 77):
  - Noted increased reporting of “Unknown” for reporting categories including Patient Race, Hispanic Status and Ethnicity due to patient self-reporting.
  - Noted increase in Eloped status due to long wait times and less staff to keep up with demand, and a higher census in the hospital.
- Lawrence General Hospital (Org Id 83):
  - Noted Primary Source and Type shift to Medicaid from ALWAYS Health Plan beginning in FY 2023 quarter 3.
- Martha’s Vineyard Hospital (Org Id 88):
  - Noted quarterly ED volume fluctuations are due to seasonal population.
- MetroWest Medical Center – Framingham Campus (Org Id 49) and Saint Vincent Hospital (Org Id 127):
  - Noted fluctuations in reported volumes and reporting category shifts due to EHR conversion in May 2023.
- Milford Regional Medical Center (Org Id 97):
  - Noted Patient Departure Status fluctuations in volumes for Eloped and AMA (Against Medical Advice) categories due to a high rate of quarter 1 boarding in the ED.
  - Noted Payer Type reporting shifts due to expanded insurance selection in Electronic Medical Record (EMR).
  - Noted quarter 3 FY 2023 decrease in Number ED Hours >24 due to improvements in workflow including bed status.
- South Shore Hospital (Org Id 122):

- Noted Source of Visit-Other and Patient Departure Status-AMA volume increases in reporting categories attributed to the temporary closure of Signature Healthcare Brockton Hospital which has resulted in significant increases in wait times and patient volume.
- Noted the closure of Signature Healthcare Brockton Hospital additionally resulted in changes in Payer Type-Health Safety Net and Self Pay volume due to post pandemic changes in COVID policy resulting in patient loss of MassHealth public insurance coverage.
- Steward Health Care System:
  - Noted all Steward Health Care sites are collecting Homeless status effective March 2023.

The following hospitals resubmitted data prior to finalizing the FY 2023 EDD release available in July 2024.

- Athol Memorial Hospital (Org Id 2) and Heywood Hospital (Org Id 73) resubmitted all quarters to include patient SSN data which is required to create CHIA generated Unique Health Information Numbers (UHIN) which were confirmed as available for previously established patients. This finding was a result of verifying that new patients were no longer being required to provide this data at the time of registration/check in and were reporting 100% Unknown.
- Boston Medical Center – Menino Pavilion Campus (Org Id 16) resubmitted all quarters to correct tables for Race and Other values which had been previously mapped as Unknown.
- Mass General Brigham including Brigham and Women’s Hospital (Org Id 22), Cooley Dickinson Hospital (Org Id 50), Brigham and Women’s Faulkner Hospital (Org Id 59), Martha’s Vineyard Hospital (Org Id 88), Massachusetts General Hospital (Org Id 91), Massachusetts Eye & Ear Infirmary (Org Id 89), Nantucket Cottage Hospital (Org Id 101), Newton-Wellesley Hospital (Org Id 105) and North Shore Medical Center – Salem Campus (Org Id 116) resubmitted all quarters due to a finding that ED visits without a charge and which had discharge statuses of Eloped or AMA were not being captured.
- North Shore Medical Center - Salem Campus (Org Id 116) resubmitted quarter 3 to adjust payer source mapping and subsequently resubmitted all quarters to correct for reported ED negative time values.

## End User Support

Data documentation for Case Mix data releases can be accessed at <https://www.chiamass.gov/case-mix-data/>. For more information about specific data elements, facility reporting, or other questions about the data, please contact CHIA by emailing [CaseMix.data@chiamass.gov](mailto:CaseMix.data@chiamass.gov).