

Avoidable ED Visits: Old Problem, New Solutions

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Shaping The Future Of Healthcare In Louisiana And The Gulf South

OUR MISSION

SERVE, HEAL, LEAD, EDUCATE & INNOVATE

OUR VISION

Inspiring healthier lives and stronger communities.



Ochsner serves patients throughout
LOUISIANA, EVERY STATE
in the nation,
and in more than 62 COUNTRIES.



Healthy State by 2030 is a bold and collaborative plan to realize a healthier Louisiana by addressing the top drivers of poor health.

48

Owned,
Managed,
& Affiliated
Specialty
Hospitals

38K

Employees



4.2M

Clinic Visits
in 2022

370

Health Centers
& Urgent Care Centers

90

Medical Specialties
& Subspecialties

1,477,988

Patients Served in 2022

4,000

patients enrolled in 685
clinical studies in 2022

22K

**patients enrolled
in digital medicine
in 2022**

The current state of Emergency Dept Visits



The number of Emergency Department (ED) Visits are significantly increasing, leading to long wait times, high costs, and unnecessary visits for minor conditions. Many patients with low-acuity issues could receive care in more appropriate and cost-effective settings.

61%

Of ED users stated ER was
more convenient than
Primary Care ¹

42%

Of non-urgent ED
patients chose ED
because of payment
flexibility

~50%

Of non-urgent ED pts
during business hours
were advised to go by
their PCP.

\$4.4B

Cost savings nationwide by
increasing ambulatory access
for
Non-emergent ED users ²

- **ED visits are expensive** – Avg. cost: **\$1,389³** vs. lower-cost outpatient or virtual care.
- **Longer wait times** – Non-urgent patients could wait hours for care.
- **Unnecessary ED utilization** – Many ESI level 4 & 5 patients don't require in-person emergency care.
- **Burden on healthcare system** – Critical resources are diverted from high-acuity cases.

¹ <https://pmc.ncbi.nlm.nih.gov/articles/PMC4129795/>

² <https://pubmed.ncbi.nlm.nih.gov/20820018/>

³ <https://www.usatoday.com/story/news/health/>



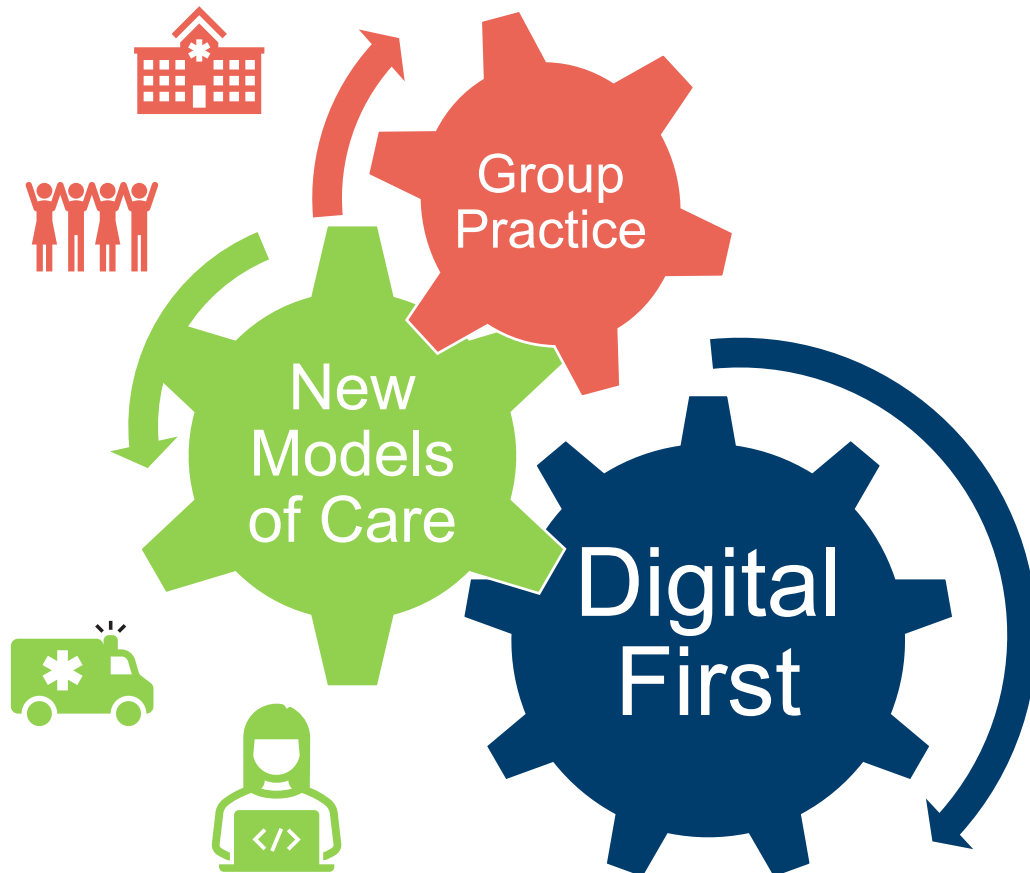
A 3-Pronged Approach to Reducing Avoidable ED Visits

ED Utilization		
Access to Care	Physician & Patient Education	Management of High Utilizers
Preventative Strategies		Reduction Strategies
<ul style="list-style-type: none">• Open Access (Baton Rouge)• Next Available Provider (NAP)• Urgent Care (in-person)• Urgent Care (virtual)• Ochsner 65+• Total Care Clinic for Employees• E- visits• OOC scheduling directly into physician alternative visit workque• Patient education for alternative sites of care• Physician education for alternative sites of care• Connecting patients with a PCP• ED U-turn		<ul style="list-style-type: none">• ED to Home Health• Self-redirection at the ED• ED to Cardiology• ED to PT/OT• Enrollment into OPCM• Connecting patients with a PCP• Use of ED Navigators• Use of CHWs• ED U-turn

Ochsner Virtual Emergency Department (OvED)

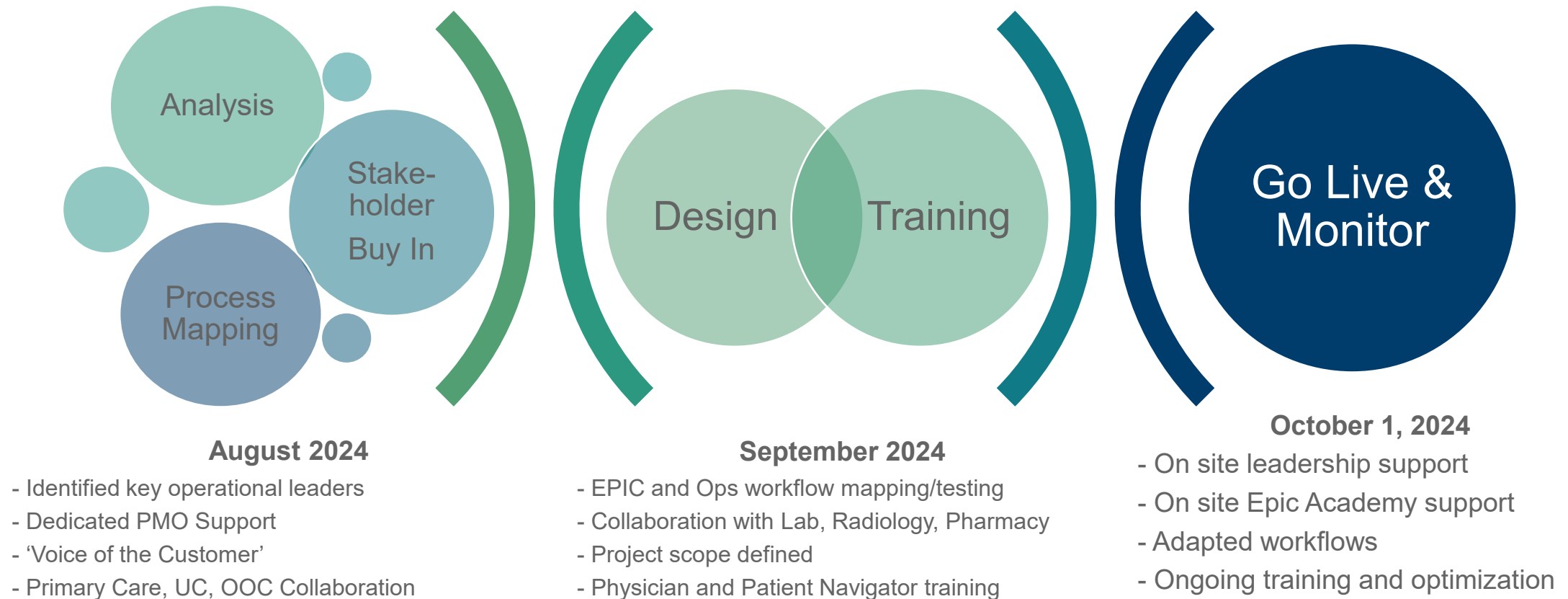
The Evolution of the Patient Journey

Ochsner virtual Emergency Department (OvED)



- **24/7 Centralized Patient Placement**
 - Reduce direct care costs
 - Improve throughput
 - Improve patient experience
 - Improve outcomes
- **Dedicated Physician**
 - 8am- 8pm, 7 days/week with ED Navigator
- **OvED Scope:**
 - Southshore, Northshore, Bayou, Baton Rouge (will expand)
- **Customers Served:**
 - Urgent Care
 - Primary Care
 - Nurse On Call
- **Dedicated ED Navigator**
 - Ensures patients getting to the right care in the right place
 - Provides continuity of care / linkage to care for pt follow up

OvED Planning & Implementation Process



OvED Overview



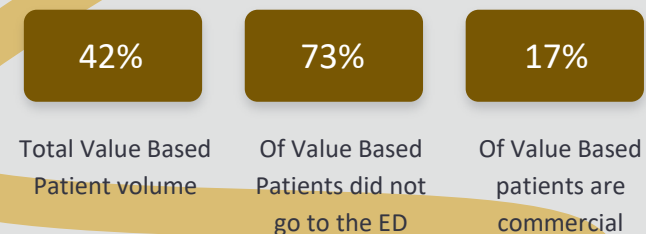
Measuring OvED's Success



Referrals by Department



Value Based Patients



Questions?

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