



Vision 20/20

National Strategies for Fire Loss Prevention



Model Performance in Community Risk Reduction


SYMPOSIUM 2020

Predicting High Utilizing Patients

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Carnac the
Magnificent

We can use Data Science to better serve the community



Reduce admin time
identifying high
utilizers



Free up ambulance
resources



Patients receive the
right care at the right
time



We use many different attributes of patients in the model



Behavioral health



Call patterns



Demographics



Insurance Status



Hospital usage history



Location



Call acuity



Medical conditions

Jenny is an example of a HUG patient



Jenny

- Born 1970, black, female
- Medical history: diabetes



2019 EMS history

- 76 calls (Jan-May)
- Breathing problem, congestive heart failure, and asthma



What we know about Jenny from HUGs:

- 2 visits in 2018, 2 visits in 2019



Past call history

- 2016: 51
- 2017: 39
- 2018: 106



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