

WESTMINSTER HIGH INTENSITY CARE HUB (WHICH)

Population health approach to providing support & guidance to High Intensity Users (HIUs) of emergency services

AT A GLANCE

- **Project aim:** The Westminster High Intensity Care Hub (WHICH) was established as a one year pilot service to **improve support for HIUs and reduce Emergency Department attendances**, and test a system-wide, population-based approach to management.
- **Cohort:** High intensity users (HIU) in Westminster.
- **Personalised Care Team:** Core team of community & hospital based **Health Coaches, Care Coordinators and Case Workers** based at St Mary's Hospital and within the community.
- **Identification:** Routine tracking of HIUs from routine health service data via a dashboard; referrals from primary, community, mental health & social services; referrals of patients attending ED.
- **Who:** St Mary's Hospital, Paddington.

FUNDING

- £200k matched funding from Imperial Health Charity, NWL ICS & Imperial College Health Partners (IChP).

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THE CHALLENGE

- A high number of avoidable admissions which could be reduced by **improving prevention services** through developing holistic, non-clinical HIU services.
- St Mary's Hospital identified an HIU population of **1600 in Westminster**, leading to increased demand, time and cost implications for GP practices, Emergency Departments (ED), Urgent & Emergency Care (UEC) and London Ambulance Service (LAS).



THE ACTION PLAN

- **12 interviews** with HIUs conducted by "We Coproduce" charity to co-design the service.
- **Combined metrics developed to identify actual & potential HIUs** from aggregated primary and secondary care datasets. Includes frequent attenders at GP/practice nurses, ED or UEC, and those frequently contacting LAS in NWL.
- Proactively managing a subset of **375 younger HIUs** in community settings and measuring impact on use of Emergency Care services.
- Building & testing a new **HIU dashboard** powered by Whole Systems Integrated Care (WSIC) dataset to identify HIUs in Westminster, tracking service use & managing caseloads.
- Reviewing the needs of Westminster-resident HIUs attending Emergency Departments (EDs) in London and referring to suitable agencies to meet those needs.
- Developing care plans as needed for use by LAS & ED to ensure care needs are best met thereby **avoiding inappropriate interventions**.
- Weekly **Multi-Disciplinary Team (MDT)** meetings involving key stakeholders from ED, primary care, mental health, social services, Police, etc.

NEXT STEPS

- A new version of the HIU dashboard rolled out.
- Care package for **pro-active support** being defined.
- Training needs being identified further.
- Further modelling of routine data to attempt to identify individuals **at risk of becoming HIUs**.
- Aiming to produce a **blueprint for a pan-NWL HIU service**.

RESULT

- Evaluation led by **Imperial College Health Partners (IChP)**.
- Measuring **activity, costs, patient health status via ONS4**, and staff confidence/knowledge.
- More work being done to share the impact.