

## MENTAL HEALTH AND SOCIETY

November 24, 2023

12:00-1:30 p.m.

Web Conference

### HIGH EMERGENCY DEPARTMENT (ED) USE: USER PROFILES, NEEDS, ISSUES AND STRATEGIES TO REDUCE HIGH ED USE



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#### ABSTRACT

This bilingual conference will present the profiles and needs of high emergency department (ED) users, reasons for their high ED use as identified by ED staff and partners, and strategies for reducing high ED use. Students working in the Fleury lab will briefly present the results of four articles (published or submitted), based on a 5-year CIHR cohort study that included 12,000 ED patients identified through administrative databases, a 12-month survey of 299 patients recruited at ED, including open questions and CIUSSS/CISSS medical records, and interviews with 86 ED staff and partners from 4 Québec ED networks. A systematic review was also conducted on strategies for reducing high ED use. Overall data collection was conducted from 2012-2022, but varied by study. In 2015-2016, 17% of Québec patients with mental disorders (MD) who used ED were high ED users, who also accounted for 49% of all ED use among patients with MD. Most high ED users are vulnerable, needing appropriate outpatient care. The conference will present three high ED user profiles, discuss key unmet needs and issues related to outpatient care and repeated ED use, and suggest four key strategies for reducing high ED use.

#### MARIE-JOSÉE FLEURY TEAM



**Bahram Armoon,**  
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**Tiffany Chen, MSc (c)**  
DP, McGill



**Firas Gaida, MSc**  
Public Health, UdeM



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Zoom link for the conference:

<https://us06web.zoom.us/j/89680004241?pwd=ARD76lZb0fzmGPb8sGlyEYdWthwNDW.1>

Meeting ID: 896 8000 4241

Passcode: 622061

**PLEASE JOIN US WITH YOUR GREAT IDEAS AND THOUGHTS ON THIS TOPIC!**