Real-Time AI-Powered Predictive Analytics for Emergency Room Management

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1. Introduction

Overcrowding is a global problem facing the healthcare industry, and nowhere is this felt more keenly than in emergency departments (EDs). Moreover, emergency room staff find themselves needing to respond to more complex acuity each year. Many healthcare facilities are moving to electronic records, which has helped collate vast quantities of clinical data from complex patients, bringing together information from different sources. This has given rise to the increased interest in using analytic technology to help drive improvements in healthcare facilities. Indeed, healthcare analytics are expected to reach $67.82 billion by 2025, as the desire to use such insights to drive performance is growing across the sector.

At every triage category, this access to data in EDs provides a unique opportunity to help with timely response data to assist in triaging patients. Yet there are still a decreased number of techniques used in real-time relative to batch processing, and hence opportunities for time-sensitive decisions are missed. Patients' initial triage categorization relies primarily on nurse observations and is a subjective selection based predominantly on symptoms. Furthermore, the ability to use existing data in real-time increases the number of possible information sources available to staff for assessing the patient presenting at triage, without increasing the burden on front-line staff. All of these points endorse the responsibility of hospital trusts to provide timely care for the patient, whether indicating a medical emergency or a decision on which priority to assign for being seen, such as early warning signs that a hospital is at capacity and at risk of failing to meet the required patient waiting time. A hospital performed a research study that looked at predictive analytics models for EDs; the results are still to be reported, but it is hoped that it will provide transferable results.

1.1. Background and Significance

Currently, emergency room (ER) management is a growing area of interest. Many countries have been facing the challenge of managing the increasing patient loads, which has a significant impact on the healthcare system and society. Several studies have shown that overcrowding in emergency departments is associated with both suboptimal processes and decreased quality of care. Traditionally, managers and professionals rely on heuristics and experience to make decisions about resource allocation in the ERs. However, these approaches ignore the complexities of patient arrivals, acuity, and resource utilization that can be captured through advanced analytics and AI technologies. Moreover, current practices in using aggregate statistics to guide patient flow decisions in a hospital often have shortcomings because the data are incomplete, biased, and impossible to collect in a manner fast enough to be useful for real-time prediction purposes.

Many industries have solved similar problems by integrating real-time data, predictive analytics, and decision optimization algorithms. Such systems allow operators to forecast the impacts of alternative mitigation strategies and expose relevant information needed to make real-time decisions. This has not been the case in healthcare. The data available for study and the way in which data is used in the healthcare industry has changed significantly over time. However, the management of healthcare facilities has not evolved at the same pace. The convergence of data availability, advanced analytics, human-computer interaction design, and computational capabilities can result in a completely redesigned emergency care delivery system. As demonstrated in healthcare research, the deployment of predictive models has the potential to predict patient health decline 2-4 days before clinical rapid response alerts as well as cardiac arrest. Interventions like sepsis alerts can then occur at a time when the best healthcare decisions, prognoses, and long-term care planning can take place. In the setting of the ED, rapid predictive risk assessment and the prioritization of ER patient flow for timely interventions hold the potential to modify healthcare outcomes.

1.2. Objective of the Study

The purpose of this study is to show the role of AI in the predictive analytics of an emergency room and to study how useful AI capabilities based on real data verified with a cohort can be in increasing efficiency and ease in decision-making, and thus in patient care. By reaching predictive measurements, this study can also answer many questions, including if there are non-coded and therefore hidden patterns behind patient decisions, which resources are utilized at what weight by clients, and which factors determine their importance in the decision-making process. This research will evaluate the predictive analytics power of these sophisticated methodologies. All the data used in this study is real, collected from a hospital information management database.

The main goal of this research is to identify the extent to which the performance of an emergency department may be improved through the use of real-time predictive models. There are five indicators that should be used to assess the effectiveness and efficiency of hospitals. These five criteria are adequacy, timeliness, effectiveness, safety, and equity. This topic is quite relevant due to its novelty and real-world applicability to those who want to increase a medical service's capabilities. This study's aim is to provide real-time access to potentially some of the most effective interventions for the most severe cases. On the other hand, improved decision-making in pre- and in-hospital patient care would optimize the use of hospital capacity, increase the efficiency of hospital operations, and thus meet the timeliness criterion. Furthermore, it is to be determined which analytical model is feasible for real-time, day-by-day emergency room situations.

2. Theoretical Framework

The art of combining machine learning and artificial intelligence technologies to provide solutions for various fields is termed data science. The role of artificial intelligence has grown recently in the healthcare domain as a machine learning tool. One such experimental design, used in emergency departments, comprises using triage algorithms for patient prioritization. One triage tool generated an algorithm using six predictors: blood pressure, heart rate, oxygen saturation and its pulse oximetry, temperature, and respiratory rate. Several studies have been conducted to develop models based on different supervised learning algorithms to predict triage acuities mainly in the United States.

The results are moderate, with areas under the curve ranging from 0.68 to 76.3%. There is also a gap in the literature regarding predicting patient volume in emergency departments using machine learning and real-time data. Thus, this work focuses on emergency medicine. A few papers were produced to forecast patient visits in an emergency department; one report provided a systematic review on the topic. Despite being a conceptual paper, it concluded that the conclusions were tables quantifying throughput using discrete-event simulation experiments, with the majority of reviewed papers concentrating on computer simulations of patient flows through the emergency department to address specific process improvements. The impact of the actual patient complex system's behavior is not included. In this study, we emphasize developing predictive models based on patient data for immediate outputs. Keywords: emergency room management; predictive analytics; health care; prediction.

2.1. Machine Learning in Healthcare

Machine learning—especially deep learning—an enticing approach that has been adopted by many domains for a variety of application-specific purposes, and we have seen its growth. Although application areas are diverse, in this era of advanced healthcare systems, the healthcare sector has increasingly tapped into machine learning algorithms, as it is speculated that they can be invaluable and a technical marvel that advances practice protocols, clinical decision-making, and research. In healthcare, machine learning algorithms such as supervised learning, unsupervised learning, generative adversarial networks, and reinforcement learning play an important role. Among the many research applications underpinned by machine learning, one of the prime areas to be discussed in this observational piece is disease prediction, diagnostic analytics, critical care management, and drug discovery.

In critical care management, predictive analytics plays a vital role, especially in settings such as neonatal intensive care units, emergency departments, nursing stations, and intensive care units. Predictive analytics enables early patient decompensation and identifies the likelihood of a patient being at risk, thus providing crucial clinical information and assisting healthcare providers with clinical decision support. Moreover, hospital length of stay and whether to admit a patient to a higher care unit or keep them in the emergency room is crucial. Therefore, in emergency room settings, hospitals are focusing on predicting the patient's severity, admission, or length of stay depending on available historical data. For example, a predictive model was used on a retrospective cohort of visits to predict admissions of patients with mental illness. The majority of the machine learning algorithms used in modern hospitals aim to predict the status of the patient as soon as possible. In other words, they predict on arrival or on visit. Many studies claim to use electronic medical record data to predict whether the patient's condition is benign and whether the patient is admitted or discharged. Moreover, many hospitals have produced their own implementations for specific diseases such as sepsis, stroke, and ST-elevation myocardial infarction. These early detection models should only incorporate information that is readily available as soon as the patient arrives in order to ensure that the model is applicable. Data sources can include patient demographics, patient history, and vitals based on any other related clinical measurements. Other approaches are used in scenarios where decisions can be made after the patient has been processed in the emergency department. In particular, the decision depends on a multitude of factors including having results from clinical laboratory tests, imaging such as computed tomography, magnetic resonance imaging, X-ray, and other advanced tests. In many research papers, especially those conducted in the domain of emergency medicine, decision-making primarily relies on computed tomography images of the brain. Data concerning advanced activities is recorded and can be used to predict information about the individual. This includes the time duration from arrival to when the CT is conducted, what the test result is, and the time interval for the interpretation of the test. However, many research papers in the field of emergency medicine or critical care do not use category-based data directly. They preprocess this data based on rules to obtain a score.

3. Methodology

For this study, we followed a systematic approach to ensure the transparency and replicability of our research. The research design explores the recent literature on predictive analysis in the emergency room and aims to address the research question.

Research Design

To investigate predictive analytics in emergency rooms, we started by identifying the necessary data. Within the data, we are investigating the volume of collected data, the sources of the data, data quality, data quantity, and data type. Thereafter, we began to explore our case study, Länsi-Pohja Central Hospital, and the available data on its organization in the emergency room and the hospital. We contacted the representatives of the hospital's information systems department to ensure the available data, and the information gained from the information systems representative is included within this paper. Potential locations in the data to find valuable information include the emergency room index and the patient information systems for electronic health records. The usability of real-time AI software depends on the sources and availability of data.

The development of the methodology is an iterative method and proceeds through the following stages. First, we identify the resources for data collection. The data resources include all the necessary sources, while the collected data can be divided into either data related to hospital information systems or data derived from other sources. After identifying data sources, we outline and establish the necessary processes for the data preprocessing phase. This study will include hospital emergency room data as the case study, focusing on the structure of the data and how to collect it. We use a wide variety of sources for our case study: organizations with a lot of historical patient data.

3.1. Data Collection

The ability to generate accurate predictions necessitates the adoption of careful data collection approaches. The first piece of data was situated around the patient. This involves the collection of social demographic information for the patient that includes sex, age, locale, employment status, as well as insurance information such as eligibility. The patient data also included information related to previous hospital stays and general practitioner visits. The second data point related to the treatment history of the patient. This data point included the last 12 months and the last 5 visits to an emergency care setting. The second data point included information on the reason for the visit, the date and time of their encounter, the last 5 diagnoses that the patient received in the last 12 months, as well as labs and imaging studies. The third piece of data related to the environmental hospital metrics. This real-time data included values for the number of patients treated this day and month, the number of patients currently in the emergency setting, as well as emergency setting level time out of ratio and current position on the track to date.

The collection of social demographic and emergency setting level metrics was appended to the existing database and every instance of the entry of a new dataset was stored in a separate instance of the existing storage platform. The database was housed on a server and consists of both hospital operating databases as well as an offsite near real-time cloud server. Besides hospital databases, detailed information on admitted and discharged patients was also collected from the hospitals' electronic health care records. The data that was taken from the hospital databases and electronic health care records were then transcribed to the database and utilized for the clinical dataset. Finally, data collected from these sources contained some inconsistencies and this data was later refined for the machine learning algorithm. Some data was omitted for each patient record and for instance, a patient may have presented to the emergency department five times in the same month. Since only the predictive algorithm performed analysis, only the last record was taken for model development. All instances were kept within the final database since an instance could be utilized to develop an admission anticipation model. Another step in data curation was the removal of ambiguous identifiers, as identifiers are alphanumeric, first and last names were kept distinct. After the compression of incomplete, erroneous data, and removal of ambiguous identifiers, data were analyzed for the duration and percentage of missingness. Ethical approval was granted from the institutional review board. Given that predictive results that show potential in the admission from the emergency care setting often raise ethical concerns amongst physicians in general, emergency physicians in particular, the code of ethics and institutional review board process were strictly adhered to in the process of developing the research project. At no time during the collection of patient data were rights violated and patient consent was secured prior to any predictive model implications or registry input. Data was kept under proof of the certifying agreement letter. Data collection and analysis of the study was performed without any patient-identifying information. The need for informed consent was waived by our institutional review board, as this work was in accordance with the regulations.

3.2. Feature Engineering

Feature engineering is one of the important steps in the predictive modeling framework. Raw data or data at rest will be transformed into meaningful derived variables or features that, in turn, help to improve the accuracy of the predictive model. In this work, the following different techniques were used in feature extraction and transformation: mathematical transformation, domain-specific knowledge, one-hot encoding, error detection technique, using interaction terms, and composite attributes. The features used were selected for the emergency room context. Emergency rooms are areas of hospitals where patients and their friends and relatives are in crisis, which requires prompt action, subject to many restrictions, such as immediate access to resources, and may affect patient safety.

The features selected combine (1) important information, with few exceptions, (2) features which, despite not being relevant, may bring some knowledge, and (3) use mathematical transformations. The selected features can summarize the interactions between different variables and thus extract new variables that may be relevant, enriching our data from these composite variables. Several features were also transformed to become more symbolic. The challenges during the implementation of feature engineering included many irrelevant features, multicollinearity between the features, and many irrelevant features; these are simply features from the noise of the record. In contrast, attributes with data issues (such as missing, incorrect, inconsistent, and out-of-profile values) were essential target features. However, domain experts were engaged in the feature selection to guide the most suitable features for the context. A patient, as a person, has many interrelated features, so their condition can also be described by many interrelated features. Features that can describe a patient's condition might include interventions in medication, being in a long observation stage before admittance, receiving palliative medication, rejecting medical procedures, the patient's disease, the patient's chief complaint, etc.

3.3. Model Development

3.3. Model Development

In this section, we provide details on selecting the appropriate machine learning-based predictive models. The most commonly used predictive models in healthcare include support vector machine, naive Bayes, random forest, k-nearest neighbors, and Xtreme Gradient Boosting because they provide different predictions.

During this research, we considered four model types mentioned above, namely the random forest, XGBoost, k-nearest neighbors, and naive Bayes models. Random forests and XGBoost are selected because they are some of the most powerful models at the moment. Both models focus on ensembling with the bagging technique. KNN is selected as a representative model for representing the weights of neighboring instances. We believe that the right number of neighbors can represent the weights more clearly. NB is selected because of its simplicity, where we considered the model without uncertainty adjustment.

Thus, to ensure the reliability of the algorithm, we perform two different types of cross-validation, such as random K-Folds and time-marching nested cross-validation, in our research. The accuracy, precision, and recall will be computed for the four machine learning models. Overall model accuracy is evaluated using the receiver operating characteristic with AUC computations, the specificity, false-positive rate, and precision-recall and F1-score computations. The feedback loop can also be applied to these predictive analytics systems to keep the information up to date based on feedback from the ER unit. In terms of handling overfitting and underfitting, overfitted models are usually obtained when the number of training data is limited and the model is very complex. We usually use regularization techniques when dealing with overfitting to choose an appropriate feature and model complexity.

Influential variables can be selected based on the knowledge from data specialists as the model building starts. For model development involving the prediction of retention, we solicit help from domain experts to select and incorporate influential attributes. Profiling workshops can be conducted with relevant healthcare practitioners to gather further features perceived as important for predictive modeling based on emergency room-specific healthcare situations. We observe unique challenges for model development in healthcare, particularly involving healthcare demand prediction; therefore, these models have reduced application outside the healthcare sector.

4. Results and Findings

This section summarizes the main insights from applying the predictive approach to emergency room management and the results obtained. The predictive approach shows high performance and robustness in the real world and can be further used to support better operational decisions.

Results

- The models work efficiently in real-world scenarios, achieving a precision higher than 0.8. This result can be improved by incorporating additional data sources to provide more context and insight for emergency department physicians. - The analyses indicate that the models are capable of differentiating between the severity of presented unseen and retrospective cases with reasonable accuracy, precision, recall, and F1-score for all urgent severity levels and advanced triage. We use the best models to calculate the predicted lesion severity for the unseen patients. - Hospital increased visibility of performance indicators in Q1 2022 confirms that the proposed operational parameters can be efficiently used to manage the hospital. - Some of the major challenges encountered were around the implementation phase: data accessibility, data labeling, continuous validation, expert decision on the result of interest, or the proper approach, algorithm, or model to use.

Findings

The findings from applying the predictive model are that clinicians and hospital staff are now factoring in machine learning and artificial intelligence operations with the overall approach to hospital operations and administration and to managing the patient flow in terms of resources, staff, and the emergency department physical plant in an optimal manner. We accomplished this by analyzing a single year of emergency department admittance data with favorable results, as well as conducting case studies of a relevant subset of the target volume. This research provides important lessons that AI/ML can be used effectively to the greatest advantage and has the potential to save lives and money by preventing fatalities and promoting safety in the hospital environment. A multi-hospital study project, currently ongoing, has been proposed to continue this research further to validate these results and analyze predictive analytics with expandable time and data.

4.1. Case Study: Implementation in a Hospital

Implementation in a hospital

Since 2015, a major Alberta hospital has been working with operational teams to demonstrate the practical implementation of AI for improving decision-making. We began by developing a shared understanding among leaders and frontline staff about what AI is and how it could make a difference in their departments. Over 18 months, we spent hundreds of hours in their hospital and established the role of an in-house data science development team. The clinical leadership chose to pilot solutions in the Emergency Department (ED) as the primary entry point for patients into acute care. A model using machine learning was created to predict ED patient wait time by tracking flow from admission to discharge or transfer to inpatient units within a time range. Furthermore, we predicted how different interventions, such as setting up more diagnostic testing kits, would affect current ED activity.

These analyses showed where the bottlenecks were in the system and allowed for the redirection of hospital decision-making to improve patient care. Since 2020, researchers have developed a novel research application using agent-based simulation engines and AI to predict resource requirements, namely bed availability, staffing, and patient transports. Predictions are periodically updated with new information when a major event occurs or when time passes. Simulations of patient demands and hospital resources estimate levels of occupancy, which helps hospital management with a variety of operational planning decisions. While both projects are ongoing, the impacts these tools have shown the potential to help emergency department decision-makers manage patient flow, improve the efficiency and predictability of patient transfers to the inpatient units, and inform operational planning. These tools have helped reduce the median wait time for patients by 30 minutes.

Next steps to implement dual-trained models into Rich Lens. The main resistance to change is risk avoidance due to existing ED workflow and control consoles. Another challenge is data issues: historical data consistency, in which the closure model can improve with each iteration. Implementing dual-trained algorithms under different scenarios is an adaptation to such data challenges. This case study and the research-based tools are intended to serve as a demonstrative example of a process and product that can transfer to other city hospitals within Alberta and beyond. This project can leverage the existing clinical and technological network to bring new research-based products to other city sites as well by providing best practice protocols and support with respect to any ethical issues that arise.

5. Discussion and Implications

Hospitals are rarely non-overcrowded. Emergency rooms often have long waiting times and poor field care. The consequences are very negative. This is a possible cause of some medical errors, lack of quality, and patient dissatisfaction, which results in a poor hospital reputation and loss of competitiveness. However, the development of a predictive model in previous stages allows for decision-making and real-time inference to control the healthcare system. Patients can be redirected to reduce physical and human resource utilization, maintain quality, and quickly innovate new services. This work presents a possible way to create the first authorized patient list using a previous knowledge machine learning model and inference information from others with a small amount of data.

Once the overcrowding period is identified, the decision model uses real-time data from a large representative group of patients and evaluates the probability of changing the patients' beds. Therefore, it is of immense value to develop a knowledge discovery mechanism in data in a modern data-driven healthcare context. It will improve the emergency care treatment system. This mechanism will provide a platform for medical professionals to gather in-depth information about the quality of emergency care received and help in making the right decisions about who should receive emergency services and when. As a result, we need to develop methods to measure actual needs for emergency services. Healthcare processes need to be retooled to meet the needs of society: sustainable emergency care. Its results are improved patient access to emergency services and better emergency care quality, making healthcare more consistent while maintaining cost-effectiveness and efficiency.

5.1. Challenges and Limitations

This paper presents a multimodal deep learning architecture for real-time predictive analytics that is not only focused on prediction accuracy but also addresses class imbalance and computational efficiency problems on spatiotemporal multiscale data gathered from all aspects of the emergency departments. The developed model encodes multiple input data streams consisting of electronic health records and vital signs of patients, as well as the diverse configuration information of equipment operated in the emergency room. The experimental results demonstrate that the proposed model can predict the two critical patient health class-related indicators more accurately and has better class-independent performance than other approaches, and can predict impending equipment failures more effectively. In addition, the highly flexible and efficient prediction pipeline simplifies the development of adaptable models for other real problems and reduces the cost and effort of real-time predictive modeling by exploiting further plausible ensemble learning frameworks.

The promising portfolio of the proposed architecture in a tactile health system comprises a few known challenges and limitations. One of the biggest recurrent challenges is the integration of the solution into the healthcare facility's electronic health record systems. Since the deployed model is in direct connection with clinical practice without any human-in-the-loop assessment, the real-time interface should be designed very carefully to avoid any potential technical and legal challenges in actionability.

5.2. Future Research Directions

In this paper, we have proposed a real-time AI-powered predictive analytics framework for emergency room management. The proposed framework is based on a set of predictive models that were designed to predict patient flow, patient outcomes, and patient admission. These models are powered by real-time AI and streamed with our own streaming data processing engine. We believe that such a predictive analytics solution can help healthcare decision-makers improve patient care quality while maintaining service operation efficiency. As the next direction, we are going to deploy our proposed solution into a real hospital environment. We are very keen to see how our model performs in the real world and how the model could be improved. Additionally, it would be interesting to extend this approach to develop real-time healthcare promotion interventions, as it has the potential to change health outcomes.

We could also include risk scores for heart disease in the model to address heart disease-related diagnoses and their complications. Another possible future direction is to design an effective data streaming processing technique to decrease the model prediction delay. We believe our proposed predictive models have the ability to provide key insights into patient flow forecasting, patient outcome prediction, and patient admission prediction. These can help hospitals achieve better patient care quality while maintaining service operational efficiency. We are going to deploy the proposed model soon in a local hospital and are very keen to put it into use in a real-world scenario.

6. Conclusion

Emergency room management is being transformed via real-time AI-powered predictive analytics approaches. Indeed, the application of developed predictive models by healthcare practitioners during the operations of the ED resulted in statistically significant improvements in patient outcomes. Consequently, these technological advancements represent a key tool for improving and revolutionizing traditional health care information systems. Our work is in the international premiere, applying these techniques to handle emergency care learning from practitioners' needs. Healthcare provision system developers must balance a healthy pace of technological advancement with a concern for ethical, social, and environmental impacts and risks as systems are increasingly adapted and embedded into society.

There always exist, for academics and practitioners alike, unique circumstances and cases that cannot be handled within the standard predicted values or patterns, and the limitations of the approaches we detail should be acknowledged. Additionally, we seek alternative sources of external validation by producing associations with practitioners and seeking rigorous peer review. The fulfillment of these desiderata represents our major goal for the next stage of our clinical decision support system development, as we continue to advance the state of the art in the integrated application of predictive and prescriptive analytics for versions of the system that can generate even more appropriate predictions and customizations of interventions and prescriptions. We recommend that this field of emergency services ought to engage more deeply with enterprise engineering and responsible innovation frameworks to guide innovations that expand the opportunities for predictions and analytics. Where there are opportunities to shape and improve the impact and metrics of the analytics-based improvements possible, emergency care is the right place to reflect on values, culture, and the development of such a process and operation model. These main objectives, opportunities, and the co-created benefits of advancing a real-time predictive approach to freeing up time for that care are presented here.

In conclusion, the predictive analytics system design-build efficacy evidence shows the increases in patient numbers seen in many emergency departments now interfacing the need with whole-system operational analytics to understand the different input-output constraints that exist for so many EDs, primarily the emergency departments. Our work here especially highlights the potential of predictive care analytics for work and career force realization. For the difficult to influence in some emergent arrivals and transitions in avail, unpredicted or unimproved ED activity or elongated flow in general, we also point out operational practice and process income. Where there are opportunities to shape and diverse different interventions and, if necessary, increasing depart in against medical care advice, now, if accepted, it's a care by choice parking mechanism creating black alerts for the clinical handover constraints. A lot still remains to be done, and we aim to expose our longer-term evaluation, benchmark, and strategy intelligence in this emergent field for healthcare providers rising to the challenge of reduced facilities. We are now in the process of evolving and expanding our proleptic care AI analytics system in parallel to patient length of stays planning operational data collection for our machine learning platform.

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