Every Patient, Every Experience, One Team

Improving Transfer of Care from the ED to Inpatient Unit
Emergency Department Throughput Performance Improvement Project

Deb Cronin-Waelde, RN,MSN,NEA-BC
System Director, Emergency Services
Project Leadership

• Deb Cronin-Waelde, RN, MSN, NEA-BC, System Director, Emergency Services

• Steven P. Sbardella, M.D., FACEP, System Medical Director, Quality System, Chairman of Emergency Medicine

• Ori Litvak, System Director, Process Improvement
- Hallmark Health – Community Hospital System North of Boston
  - Non-academic, Non-profit
  - 2 acute care facilities
    - 234 licensed beds MWH
    - 134 licensed beds LMH
  - HHMA: multispecialty practice
  - Cancer Center
  - Hybrid medical staff model
  - Hospitalists
  - 70% admissions arrive through the ED
  - 65,000 ED visits per year
  - Meditech IS base system
“66% of medication errors occur during transitions in care”

“Aim to decrease errors during transitions of care by 20% by the end of 2013”
“If running relays were like patient handoffs, 4 in ten teams drop the baton”*
Medicare: 6600 Preventable Deaths, Monthly!
80% med errors are related to communication and transitions
What happened your second day on the job?
Definitions and Metrics: “the negotiation”

- What does “ready” for admission mean?
- What information is necessary transfer of care?
- Is there a standard practice?
- Who is responsible to transfer the patient?
- What does the patient really need during the first 8-12 hours?
- Are we transferring to a higher level of care?
- How often does a patient transfer to a higher level of care w/in 24 hrs. of inpatient arrival?
- What is the focus?
- What are we trying to accomplish?
Change of Shift Report ("before")
Facility handoff – (“before”)

I’ll tell RN getting the PT

Are you all set?
ED admissions project (“before”)
Warm Handoff
ED Admissions Project – “after”
ED Admissions Project – “after”

- 100% at the patient’s bedside in the ED
  - Physician/ Physician Assistant
  - ED Nurse
  - In-patient primary care nurse
  - Patient
  - Family
Monitoring and Mentoring

Direct observation + Data Collection

Real time feedback
# Standardized Report Hand-Off

## Introduction of Team
- Working Diagnosis
- Pertinent PMH & ED Course
- Review of Holding and Admitting Orders

## ID Band Check/2 Patient Identifiers
- Patient Presentation/Treatment in ED
  - Neuro
  - Status of dysphagia screening
  - Mobility status
  - Cardiac (ECG with chart)
  - Respiratory (O2 flow/method)
  - GI (nausea, diet)
  - GU (Foley)
  - IV Fluids/Line Reconciliation
  - Pain
  - Skin
  - Vital Signs (actual/trend)

## Review of Pertinent Systems
- Neuro
- Status of dysphagia screening
- Mobility status
- Cardiac (ECG with chart)
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## Code Status
- Diagnostic Tests/Results
  - Consults Pending
  - Specimens Sent/Required
  - Tests Pending

## Code Status
- Status of Documentation - Allergies & Home Meds
- Belongings Check - contents actually reviewed
- Status of Family Notification
- Status of Attending MD notification

## Hand-Off Audit Tool

<table>
<thead>
<tr>
<th>Date: ___</th>
<th>Time: ___</th>
<th>Observer: ________________________________</th>
</tr>
</thead>
</table>

### Introduction of Team
- Working Diagnosis
- Pertinent PMH & ED Course
- Review of Holding and Admitting Orders

### ID Band Check/2 Patient Identifiers

<table>
<thead>
<tr>
<th>Done</th>
<th>Done out of sequence</th>
<th>not done</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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### Positive feedback given:

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_________________________________________________________
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### Constructive feedback given:

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_________________________________________________________
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### Comments:

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_________________________________________________________
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### ED RN signature time Inpatient RN signature

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_________________________________________________________
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### ED RN name Inpatient RN name ED medical provider name

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_________________________________________________________
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Part of Permanent Record: Do Not Discard

```
10/1/12
```

Hallmark Health
“Checklists defend anyone, even the experienced, against failure”
Do you want to make a mark on someone’s life, or just do the tasks the rest of your career?

~Steve Jobs~
Thank You!

Questions?