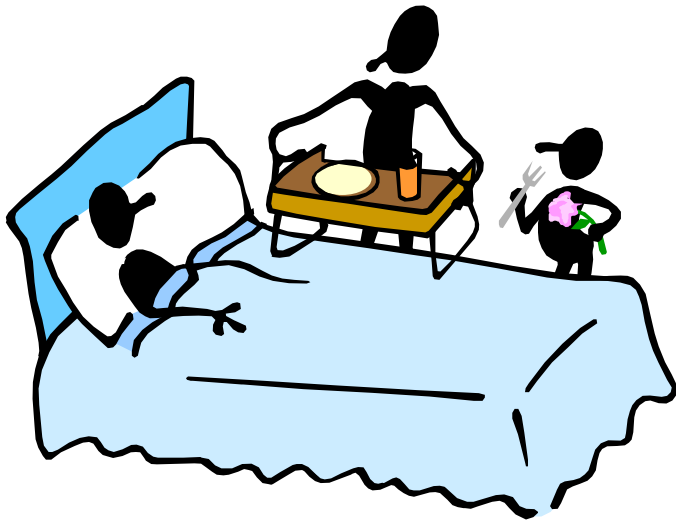


Decreasing Transfers to the Emergency Room

Ensuring that Key Stakeholders Buy In And PARTICIPATE

Our Passion… Our Values Jarlette

- Everything we do is with
  Commitment and Passion
- We treat people with respect
- We are proactively accountable and responsible
- We strive to do the right thing
- To make an outstanding difference in the lives of others

Night and Day

2009

- A total of 140 resident transfers to the emergency room (in a 140 bed facility)

2012

- 110 transfers to the emergency room (a decrease of 21% over 3 years)

Stakeholders

- Residents
- Family members
- Staff
- Medical staff
- Management Team

Residents

- Most residents still have the mind-set that when they are ill, they need to see a doctor IMMEDIATELY
- knowledge=power!
- Discussed program with Resident Council
- Display board in front lobby
- Pamphlet in welcome package for new residents

Family Members

- Met with Family Council

- Spoke with nursing staff regarding having a plan before you speak with family members

  example: Your loved one is having symptoms _____. We are planning to manage them in the home by doing _____. We will update you in ___ amount of time, unless anything changes. Is this okay with you?

- Poster board in front lobby to highlight the risks associated with an unnecessary hospital transfer

Staff

- Make staff feel confident
- Had RN(EC) host a refresher on physical assessments
- Workload
- Post Emergency Room Lookback

Medical Staff

- Physicians buying into the program
- Safety
- Nursing Home Capabilities Check List
- Professional Advisory Committee
- New protocol for treatment of pneumonia
  1 gram ceftriaxone im; then avelox 400 od x 7 days.

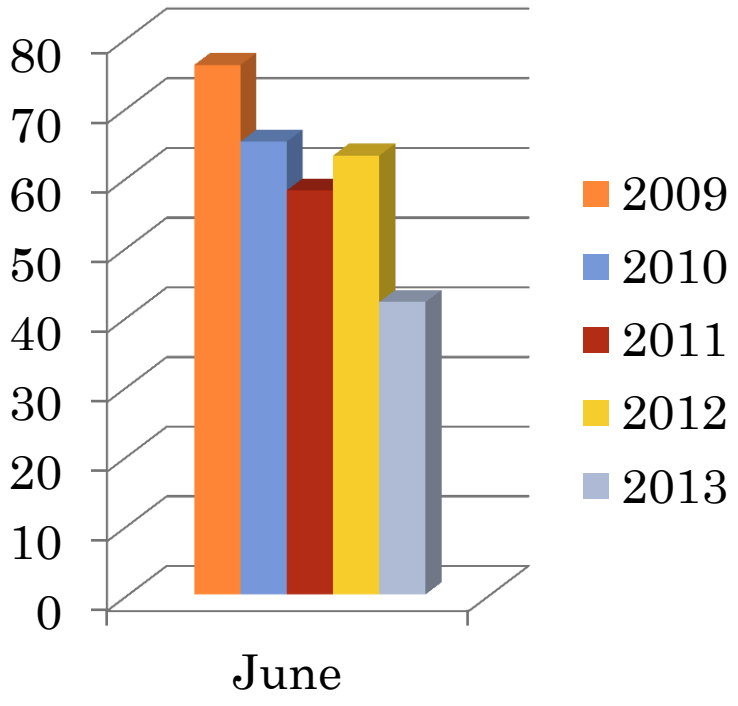
Management Team

- Notifying the Nurse Manager on call
- Tracking numbers
- Meeting with staff
- Education

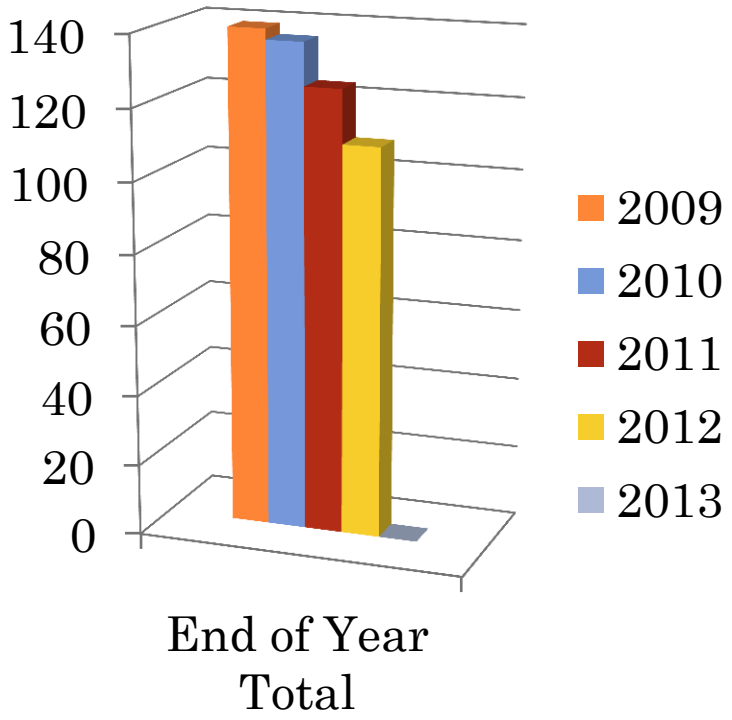
Data collection 2009-2012

Numbers in June and End of Year 2009-2013

June Data



Year End Data



Questions?