

---

## Emergency Department Transfer Communication (EDTC)



---

## Principles of Care Transitions from the ED

- Environments are complex and present many challenges
- Series of handoffs
- Ineffective and inefficient transitions
  - Delays in diagnosis
  - Medication errors
  - Adverse events
  - Inappropriate or unnecessary treatments
  - Patient and/or family complaints
  - Increased lengths of stay
  - Increased costs



## Principles of Care Transitions from the ED

“The single biggest problem with communications is the illusion that it has taken place.” -George Bernard Shaw

“The two words ‘information’ and ‘communication’ are often used interchangeably, but they signify quite different things. Information is the giving out; communication is getting through.” -Sydney J Harris

“The ability to simplify means to eliminate the unnecessary so that the necessary may speak.” -Hans Hofmann



## Communication

.....and that is why we lift on three.....



# Data Collection Tool

## Patient Information Data Entry Form

Enter name of person doing data collection	
Enter patient medical record number (or other identifier)	
Select patient discharge disposition (from drop down list)	
Enter date of patient encounter (MM/DD/YYYY)	



# Notebook Review

## Data Specification Manual



# Notebook Review

---

## Data Collection Tool User Guide



# Notebook Review

---

## Monthly QHi Reporting



## ED Transfer Communication Improvement Team

- Team leader (often QI coordinator/manager)
- Nurse leader(s)
- Physician champion
- Case manager
- Unit coordinator
- Health information management representative
- Information technology representative
- Local EMS
- Receiving facility representative



## ED Transfer Communication Improvement Team

Agency for Healthcare Research and Quality recommends:

- Clinical leadership
- Technical expertise
- Day-to-day leadership
- Project sponsorship
- 5-8 individuals

“Diverse group of individuals who have different roles and perspectives on the patient care or other processes under consideration”



## ED Transfer Communication Action Plan

“If you don't know where you are going, you'll end up someplace else.” -Yogi Berra

“In preparing for battle I have always found that plans are useless, but planning is indispensable.” - Dwight D. Eisenhower

“Unless commitment is made, there are only promises and hopes; but no plans.” -Peter F. Drucker



## ED Transfer Communication Action Plan

- Share the data!
- Identify realistic timeframe
- Share how this aligns with other health care efforts:
  - Continuity of care
  - Reduction of errors
  - Improves outcomes
  - Increases patient and family satisfaction
  - Stabilize and transfer is fundamental role for rural health care – allows CAH to evaluate and demonstrate effectiveness of that important role



## ED Transfer Communication Action Plan

- Build in accountability
- Engage stakeholders
- Design and standardize communications between sending and receiving health care organizations
- Consider revising standardized forms in use (EMTALA form)
- Consolidate information when possible
- Obtain buy-in
- Provide staff training
- Prioritize items that are actionable; address high priorities first
- Are there opportunities to shadow at sending or receiving facilities?



## Resources

- [www.qualitynet.org](http://www.qualitynet.org)
  - QualityNet Help Desk
  - Phone: (866) 288-8912
  - Email: [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org)
- When calling the national help desk **do not** mention MBQIP. It doesn't matter you are a CAH or what program you are doing it for
- Say: "I need assistance getting the CMS measure data submitted to the warehouse"



## Resources

- [www.qualityhealthindicators.org](http://www.qualityhealthindicators.org)
  - Email: [smoore@kha-net.org](mailto:smoore@kha-net.org)
- [Emergency Department Transfer Communication - Stratis Health](#)
- [www.cdc.gov/nhsn/](http://www.cdc.gov/nhsn/)
  - Email: [nhsn@cdc.gov](mailto:nhsn@cdc.gov)



## Resources

- [www.krhop.net](http://www.krhop.net)
  - SHIP
  - Quality Reporting
    - Quality/MBQIP
    - Abstraction
- [www.kha-net.org](http://www.kha-net.org)
  - Education
    - Education Brochures
    - Register for KHERF/KHA Events Online





## Questions?

---

- Susan Runyan

KHERF Consultant

620-222-8366

[srunyan@kha-net.org](mailto:srunyan@kha-net.org)

This project was federally funded through KDHE-BCHS-FLEX Program. The FLEX program is managed by the Federal Office of Rural Health Policy, Health Resources and Services Administration, U.S. Department of Health and Human Services.

