Emergency Department Transfer Communications

Quality Corner Call
February 6, 2024

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

1

Why Is EDTC Important

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

2

Background of the Measure Set

- Organizing triage, stabilization, and transfer of patients is an essential aspect of rural hospitals

- Communication between hospital and clinicians promotes continuity of care and improves patient outcomes

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

3

Background of the Measure Set

- Communication problems account for 65% of sentinel events

- Deficits exist in the transfer of patient information between hospitals, physicians, and long-term care

- Transferred patients are excluded from calculations of most national quality measures

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

4

2

Background of the Measure Set

- Assesses how well key patient info is communicated from an ED to any healthcare facility

- Applies to patients with a wide range of medical conditions

- Relevant for both internal quality improvement and external reporting

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

5

EDTC
2015 to 2023

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

6

How Far We've Come

- EDTC has been an MBQIP required measure set since 2015

- Underwent a complete overhaul starting w/ January 2020 dismissals – reduced from 27 to 8

- Nationally around 500 CAHs reported in 2015 vs almost 1200 in 2023

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

7

Kansas vs National Composite Scores

	Kansas		National	
	# Reporting	Composite	# Reporting	Composite
4Q21	79	83%	1153	90%
1Q22	81	84%	1210	90%
2Q22	82	84%	1203	90%
3Q22	82	81%	1175	90%
4Q22	81	82%	1178	90%
1Q23	82	85%	1180	91%
2Q23	81	86%	1196	91%
3Q23	80	87%	1183	91%

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

8

BCBS QBRP

Composite Score
Greater than or equal to 74%
3Q23 & 4Q23
Due May 5, 2024

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION
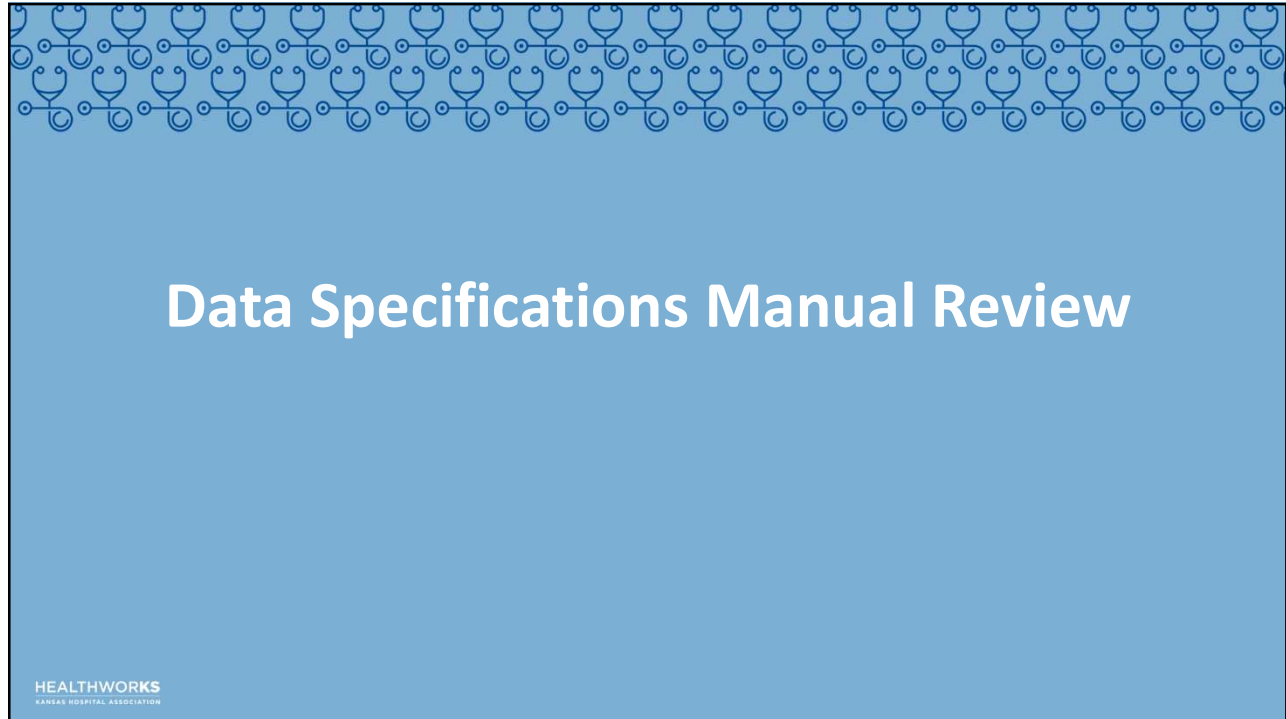
9

Kansas FMT EDTC Report

State-Level Care Transition Core Measures/EDTC Report
Quarter 3 - 2023

Generated on 11/17/23

MBQIP Quality Measure	Your State's Performance by Quarter					State Current Quarter			National Current Quarter	
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Aggregate for All Four Quarters	# CAHs Reporting	Average Current Quarter	90th Percentile	# CAHs Reporting	Average Current Quarter
Composite	82%	85%	86%	87%	85%	80	87%	100%	1,183	91%
Home Medications	91%	93%	93%	94%	93%	80	94%	100%	1,183	95%
Allergies and/or Reactions	93%	95%	96%	96%	95%	80	96%	100%	1,183	97%
Medications Administered in ED	93%	95%	95%	96%	95%	80	96%	100%	1,183	97%
ED Provider Note	90%	92%	93%	94%	92%	80	94%	100%	1,183	96%
Mental Status/Orientation Assessment	91%	93%	94%	95%	93%	80	95%	100%	1,183	97%
Reason for Transfer and/or Plan of Care	95%	96%	97%	97%	96%	80	97%	100%	1,183	97%
Tests and/or Procedures Performed	93%	95%	95%	95%	95%	80	95%	100%	1,183	97%
Tests and/or Procedures Results	93%	94%	94%	95%	94%	80	95%	100%	1,183	97%
Total Medical Records Reviewed (N)	N=2,341	N=2,277	N=2,275	N=2,487	N=9,380	N=2,487			N=51,522	

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health and Environment

10

Data Specifications Manual Review

11

Population

Inclusions:
- Acute Care Facility – Cancer Hospital or Children's Hospital
  - Including emergency department
- Acute Care Facility – Critical Access Hospital
  - Including emergency department
- Acute Care Facility – Department of Defense or Veteran's Administration
  - Including emergency department
- Acute Care Facility- General Inpatient Care
  - Including emergency department
- Hospice – healthcare facility

12

Population

Inclusions (continued):

• Other health care facility*, including discharge, transfer or return to:
  • Extended or Intermediate Care Facility (ECF/ICF)
  • Long Term Acute Care Hospital (LTACH)
  • Long Term Care Facility
  • Nursing Home or Facility, including Veteran's Administration Nursing Facility
  • Psychiatric Hospital or Psychiatric Unit of a Hospital
  • Rehabilitation Facility, including Inpatient Rehabilitation Facility/Hospital or
  • Rehabilitation Unit of a Hospital
  • Skilled Nursing Facility (SNF), Sub-Acute Care, or Swing Bed
  • Transitional Care Unit (TCU)

*Other health care facilities MUST be included in the population

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
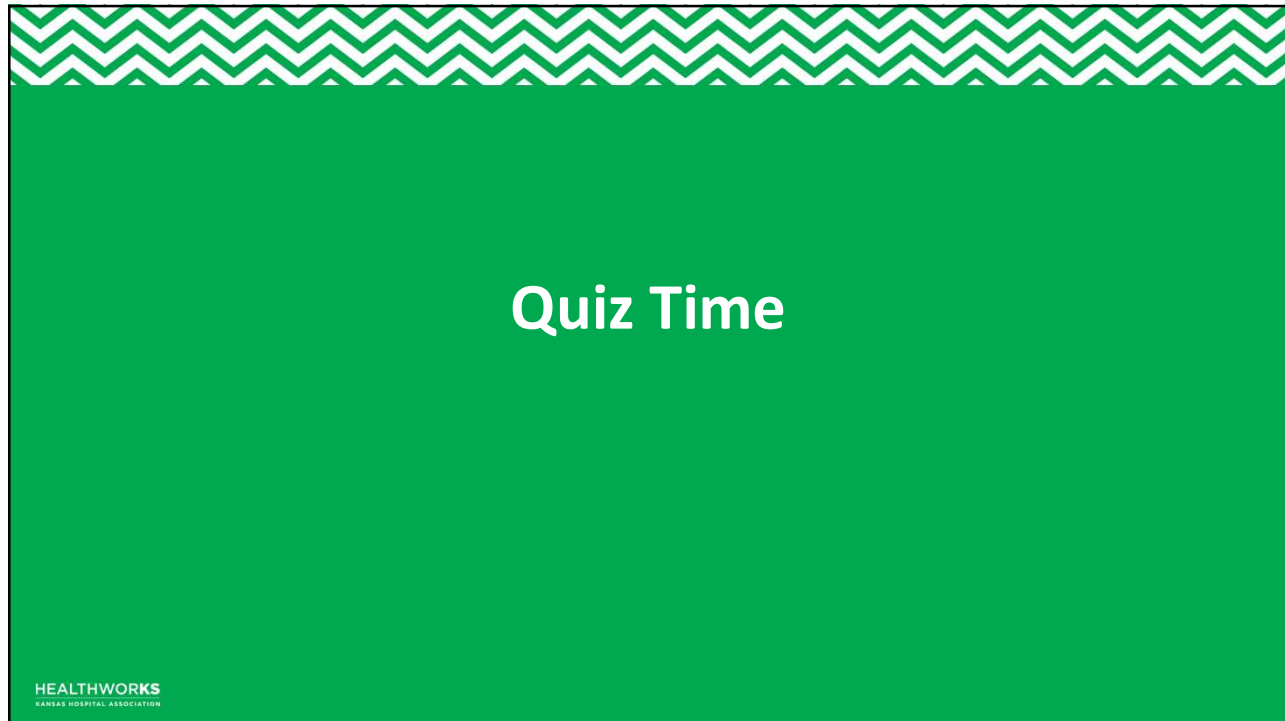and Environment

13

Population

Exclusions:
• AMA (left against medical advice)
• Expired
• Home, including:
  • Assisted Living Facilities
  • Board and care, foster or residential care, group or personal care homes, and homeless shelters
  • Court/Law Enforcement – includes detention facilities, jails, and prison
  • Home with Home Health Services
  • Outpatient Services including outpatient procedures at another hospital, Outpatient Chemical Dependency Programs, and Partial Hospitalization
• Hospice-home
• Not Documented/Unable to determine
• Observation Status

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

14

Sampling

- 45 cases/quarter
  - 15 cases/month

- If fewer than 15 transfers/month, do 100% of transfers

- Sample cases should be randomly selected

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

15

Data Specifications Manual

- Revised: October 2019 is the most recent version

- https://stratishealth.org/wp-content/uploads/2020/07/EDTC-Data-Specs-Manual-2019.pdf

- ED Transfer Data Specifications Manual (stratishealth.org)

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

16

Quiz Time

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

17

Robyn's EDTC Quiz (MBQIP Monthly – June 2022)

1. This is the Emergency Department *Transfer* Communication Measure, so we don't include patients who are discharged from our ED.
   a. True   b. False

2. You can choose which population you wish to abstract for the EDTC measure, so we are only picking the patients that get transferred to an acute care hospital for a higher level of care.
   a. True   b. False

3. Patients who live in a nursing home and return there after an ED visit are considered discharged to "home," so they are not included in the EDTC population for abstraction.
   a. True   b. False

4. After being seen in the ED, the patient was admitted to observation status, so would not be included in the EDTC measure population for abstraction.
   a. True   b. False

5. How many EDTC cases should be submitted each quarter?
   a. No more than 45
   b. A minimum of 45
   c. All cases for the quarter, if there is less than 45
   d. There is no requirement.

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

18

Robyn's EDTC Quiz Answers (MBQIP Monthly – July 2022)

1. This is the Emergency Department *Transfer* Communication Measure, so we don't include patients who are discharged from our ED.
   a. True   b. False
   It doesn't matter what word is used to describe the patient leaving the hospital. They can be transferred, discharged, returned to, the wording doesn't matter. What you need to look for is what type of facility the patient is going to upon leaving your hospital. If the facility is one listed under 'Inclusions' in the Population and Sampling section of the EDTC Data Specifications Manual, then that patient should be included for abstraction.

2. You can choose which population you wish to abstract for the EDTC measure, so we are only picking the patients that get transferred to an acute care hospital for a higher level of care.
   a. True   b. False
   Patients going to any of the facilities listed under 'Inclusions' in the Population and Sampling section of the EDTC Data Specifications Manual must be included for abstraction.

3. Patients who live in a nursing home and return there after an ED visit are considered discharged to "home," so they are not included in the EDTC population for abstraction.
   a. True   b. False
   Patients who go to a nursing home after leaving the ED must be included in the EDTC population. Nursing home is one of the facilities under 'Other Health Care Facility' in the population Inclusion list in the EDTC Data Specifications Manual. It does not matter that the patient may live in the nursing home, for this abstraction it is not considered "home" it is considered another health care facility.

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

19

Robyn's EDTC Quiz Answers (MBQIP Monthly – July 2022)

4. After being seen in the ED, the patient was admitted to observation status, so would not be included in the EDTC measure population for abstraction.
   a. True   b. False
   Observation status is listed under the 'Exclusions' for the EDTC population in the Data Specifications Manual, so those patients would not be abstracted for this measure.

5. How many EDTC cases should be submitted each quarter?
   a. No more than 45
   b. A minimum of 45
   c. All cases for the quarter if there is less than 45
   d. There is no requirement.
   B and C are correct. If you have less than 45 cases per quarter, you must do all of them. If you have more than 45 cases, you must do at least 45 but can do as many as you would like.

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

20

Robyn's EDTC Quiz (MBQIP Monthly – June 2022)

6. The definition of "sent" for the EDTC abstraction includes the following data element documentation requirements:
   a. Hard copy sent directly with the patient
   b. Communicated via phone or fax within 60 minutes of patient's departure
   c. Shared electronic health record with the receiving facility where the data entered is available the day after patient's arrival
   d. All of the above

7. The ED provider didn't sign their note before the patient left the facility so it can't be used to determine if the ED Provider Note data element documentation requirements were met.
   a. True   b. False

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

21

Robyn's EDTC Quiz Answers (MBQIP Monthly – July 2022)

6. The definition of "sent" for the EDTC abstraction includes the following data element documentation requirements:
   a. Hard copy sent directly with the patient
   b. Communicated via phone or fax within 60 minutes of patient's departure
   c. Shared electronic health record with the receiving facility where the data entered is available the day after patient's arrival
   d. All of the above
   Answer C is not correct. If you have a shared electronic health record with the receiving facility, the data entered must be made immediately available to the receiving facility, not available the day after the patient's arrival.

7. The ED provider didn't sign their note before the patient left the facility so it can't be used to determine if the ED Provider Note data element documentation requirements were met.
   a. True   b. False
   There is nothing in the ED Provider Note instructions that says a signature is needed to be able to use that documentation for abstraction. The instructions indicate the minimum documentation that must be part of the provider note, such as history of present illness or condition, a focused physical exam, etc. but there is nothing saying a signature is needed.

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

22

Robyn's EDTC Quiz (MBQIP Monthly – June 2022)

8. What chart documentation from the patient's ED encounter can we use to answer the EDTC data element questions?
   a. Only the Transfer Summary/Form/Sheet
   b. Just the EMATALA form
   c. Only the ED Provider Notes
   d. The entire ED record

9. Our transfer form has a check box by the statement "ED record copied and sent with the patient." This was checked off and signed by the nurse at the time the patient left the hospital. If there was documentation that all the required data elements were in the record, we can use this to answer 'yes,' the data elements were sent.

   a. True   b. False

10. A patient was transferred to another facility before culture results were back. What documentation must be in the ED record to answer 'yes' to the data element Tests and/or Procedure Results?

    a. The culture was negative, and we don't communicate negative results, so no documentation needed.
    b. Culture results will be called to the receiving facility when available.
    c. Entire ED record copied and sent with the patient.
    d. We have a shared electronic health record with the receiving facility, so the test results can be considered sent; no documentation needed.

HEALTHWORKS KANSAS HOSPITAL ASSOCIATION

Kansas Department of Health and Environment

23

Robyn's EDTC Quiz Answers (MBQIP Monthly – July 2022)

8. What chart documentation from the patient's ED encounter can we use to answer the EDTC data element questions?
   a. Only the Transfer Summary/Form/Sheet
   b. Just the EMATALA form
   c. Only the ED Provider Notes
   d. The entire ED record
      The patient's entire ED record for the encounter being abstracted can be used to answer the EDTC data element questions.

9. Our transfer form has a check box by the statement "ED record copied and sent with the patient." This was checked off and signed by the nurse at the time the patient left the hospital. If there was documentation that all the required data elements were in the record, we can use this to answer 'yes,' the data elements were sent.
   a. True   b. False
      That would be acceptable documentation to indicate that the data elements were sent to the receiving facility.

10. A patient was transferred to another facility before culture results were back. What documentation must be in the ED record to answer 'yes' to the data element Tests and/or Procedure Results?
    a. The culture was negative, and we don't communicate negative results, so no documentation needed.
    b. Culture results will be called to the receiving facility when available.
    c. Entire ED record copied and sent with the patient.
    d. We have a shared electronic health record with the receiving facility, so the test results can be considered sent; no documentation needed.
       B and D are both correct. There must be documentation in the record on how the receiving facility is going to get the test/procedure results when they are completed. How would the receiving facility know you were only going to communicate positive results if there is no documentation of that in the record? Copying the entire ED record does not automatically mean you can answer yes if there is no documentation saying how results will get to the receiving facility when complete.
       The only time specific documentation is not needed in the record is if you have a shared electronic health record with the receiving facility. Results would be considered 'sent' in this situation.

HEALTHWORKS KANSAS HOSPITAL ASSOCIATION

Kansas Department of Health and Environment

24

Focus on Improvement Opportunities

STOP the Data Dump

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

25

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

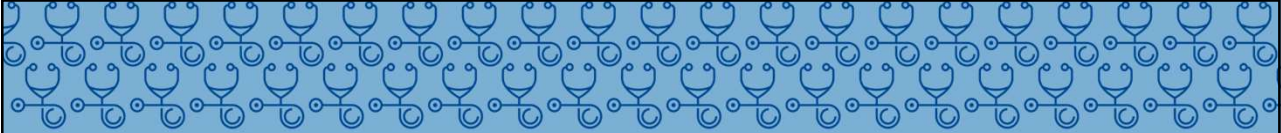HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

26

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?

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

27

Sharing is Caring
How have YOU improved your scores?

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

28

29

2024 Upcoming Webinars

- SHIP Quarterly Webinar
  - March 12

- Quality Corner Call
  - April 18

To access online registration, use this QR code

30

Contact Us

Jennifer Findley
jfindley@kha-net.org   (785) 233-7436

Susan Runyan
srunyan@kha-net.org   (620) 222-8366

Susan Pattie
spattie@kha-net.org   (785) 276-3119

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment

31

Funding Acknowledgement

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $968,815 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

HEALTHWOR**KS**
KANSAS HOSPITAL ASSOCIATION

32