Insuring Emergency Department Call Back Communication to Referring Physicians

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Background Information

- 1250 emergency medicine referrals per month
- Longstanding concerns from primary care physicians regarding follow-up communication
- This communication is imperative for the smooth transition of care between the ED and primary care
Old Process

Referral call received by StatLine

Referring physician wants to speak with ED physician?

Yes → StatLine operator pages ED physician

ED physician picks up call and fills out referral form including call back instructions

ED physician returns referral form to StatLine

StatLine operator takes form to triage

Triage nurse links referral form to patient chart upon patient arrival

Treating ED physician reviews referral including referring physician instructions

ED care completed

Treating ED physician provides feedback communication to referring physician

Treating ED physician documents call back on ED record.

No → StatLine operator completes referral form including call back instructions
Aim Statement

- To achieve 100% documentation of appropriate follow-up communication for patients referred to Emergency Medicine
Change Ideas

- Implement electronic documentation system for referrals
- Create a show stopper in electronic documentation system
  - Patient can’t be discharged from the system until there is documentation regarding a referral call back
- Team coordinators (unit clerks) will be responsible for documenting appropriate referral follow-up at the time of the call back
- Publish a monthly list of “top performers” among the team coordinator staff with regard to referral follow-up documentation
Change Ideas

- Provide direct feedback to the physician/resident when a referring physician voices a concern regarding callback communication.

- Transfer responsibility for discharging patients from EmSTAT to the team coordinators.
  - Team coordinators will insure appropriate call back documentation.
  - This includes reminding the appropriate physician that a callback was not completed.
### Order Initial orders (Ref.)

- **Referral Information**
  - Issued By: Luria, MD, Joseph W at 16:27 on 10/08/2004
  - Pending for NUR

- **Receive Patient**
  - Pending for NUR

- **Ready for Registration**
  - Pending for REG

- **HIS Registration**
  - Pending for NUR

- **Update Arrival info**
  - Pending for NUR

### Order Referral followup

- **Referral Followup**
  - Issued By: Luria, MD, Joseph W at 16:27 on 10/08/2004
  - Pending for PHY

### Administrative

**70.28 Registration Information**
- First Name: John, Last Name: Jones; Arrival Time: 10/08/2004 16:27; Chief Complaint: Ref EM fever; Date of Birth: 01/02/2003; Sex: M.

**16:28 Change Room**
- Change Room: Referral.

### Triage

**16:28 Arrival Information**
- Mode of Arrival: Walk In; Accompanied By: -Father.
Current Disposition:

Set Disposition:

Disch - Home

Could Not Complete Form

Invalid field entry.
Referral follow up must be completed.

Print Prescriptions
Print Return to Work/School Slip
Print Discharge Instructions

OK    Clear    Cancel
Emergency Department Call Back Documentation in EmSTAT

- Electronic system implemented with "show stopper"
- Team coordinators responsible for documenting referral follow-up as calls come into ED
- Publish a monthly list of team coordinator "top performers"
- Provide team coordinators with a measure of individual performance
- Team coordinators responsible for discharging patients from EmSTAT and insuring appropriate call back documentation
- Stop publishing top performer list
ED Referral Callbacks

- Community physician representatives report
- ED chart AND EmSTAT documentation review
  - August 2002
    - 67%
  - April 2004
    - 89%