

S O U T H D A K O T A

Foundation for Medical Care

Best Practice Briefs

Partnership to Advance Tribal Health:

Exploring Interventions to Improve Emergency Department Utilization

Quality Improvement Advisors



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Objectives

1. Explain the purpose and engagement within the PATH affinity group.
2. Describe common emergency department barriers and challenges the group has identified.
3. Identify interventions and promising practices for improving emergency department utilization.

What is the Partnership to Advance Tribal Health (PATH)?

Collaborate with IHS hospitals to **transform patient care and improve the health of American Indian and Alaska Native communities** using patient-centered, evidence-based, culturally appropriate resources, **while addressing the unique health care quality challenges...**



What did we do?

- **Hosted an Emergency Department Affinity Group**
 - to collaborate on ED Utilization and ESI Accuracy
 - brought individuals across organizations with common interests, drive, and commitment together
 - shared a vision in improving ED flow and use

What is an Affinity Group?

- A small group of individuals
 - brought together by a commitment to a **shared vision**
 - to participate in **collaborative discussions**
 - and foster an environment of **trust**
- with a goal to **improve ED flow** and use.

How we worked together

- **Affinity Group Advisors encouraged attendance and participation in collaborating discussions to foster an environment of trust and mentorship.**
 - six learning sessions
 - six check-ins
 - six-month period (September 2022-February 2023)

Barriers & Challenges

- Improper Emergency Department Utilization
 - Staffing
 - Shortages
 - Contract staffing
 - Communication
 - Timeliness
 - PCP Availability
 - Emergency Department
 - MSE/Triage Time
 - Left Without Being Seen
 - Patient Education
 - Limited After-Hours Care Options

Interventions

- Care Option Education
 - Flyers
 - Social media
 - Radio
- Emergency Department Follow-up's
 - Phone calls
 - PCP Appointments

Promising Practices

- Utilizing Data to understand needs
 - Ancillary Services
 - Level 4&5 ESI Visits
- Discharge Instructions
 - Clear
 - Customizable
 - Signature of understanding

Key Takeaways

- Followed each learning session
- Recap of Conversations
- Included Resources
 - From PATH
 - Participating Facilities



Questions?