

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

WATERSHED IN THE EMERGENCY DEPARTMENT

ALABAMA QUALITY FORUM

OCTOBER 29, 2019

MICHELLE ALLEN, DIRECTOR OF CASE MANAGEMENT

SPRINGHILL MEDICAL CENTER, MOBILE AL




MICHELLED.ALLEN@SPRINGHILL.ORG



ER Process:

- Screen patients during the registration process.
- System alerts the care team of the registration.
- Inpatient Coordinator will meet the patient and case manager in the ER.
- Team Coordination to prevent the admission.
- Follow up appointments scheduled.
- Disposition to quality network providers.

ER Connect

Room	Name	ED Count	Last ED D/C	Hosp Count	Last Hosp D/C	Last LOS	
TRAUMA	Doe, John	2	6/3/2019 12:52 PM	3	5/21/2019 2:44 PM	7 Days	
2	Doe, Jane	0		1	4/22/2019 3:15 PM	3 Days	
4	Fudd, Elmer	6	5/18/2019 9:27 AM	4	8/27/2019 9:35 AM	1 Day	
5	Duck, Daffy	0		1	9/22/2019 5:54 PM	9 Days	
8	Simpson, Marge	0		1	1/30/2019 12:39 PM	3 Days	
10	Mouse, Minnie	9	9/26/2019 10:40 AM	7	9/20/2019 2:25 PM	15 Days	
12	Boop, Betty	0		1	3/14/2019 4:00 AM	2 Days	

Meaningful information about past ER visits from other acute care facilities.

Documents

Add Call Log

Add Note

Upload File

Care Plan

Face Sheet

Show Options

Hide HL7

Page: 2

All Documents

Filter

Clear Filter

Type	Created	Document	Created By	Affiliation
⚡ Note	12/24/2018	AVS DOCUMENT - Doe, John -1/1/0000	Electronic	Mobile Infirmiry Medical Center
⚡ Note	12/24/2018	ED NOTES - Doe, John -1/1/0000	WENDY WILSON	Mobile Infirmiry Medical Center
⚡ Note	12/24/2018	ED PROVIDER NOTES - Doe, John -1/1/0000	SHLEY GUY	Mobile Infirmiry Medical Center
⚡ Note	12/24/2018	ED NOTES - Doe, John -1/1/0000	CHARITY SYPHRIT	Mobile Infirmiry Medical Center
⚡ Note	12/24/2018	ED TRIAGE NOTES - Doe, John -1/1/0000	CHARLOTTE BEVERLY	Mobile Infirmiry Medical Center
📁 Archive	12/16/2018	Admission Completion Summary Report	Bonomo, Jaymie	Watershed Assist
■ Note	12/14/2018	Next Touch Note	Odom, Davina	Watershed Assist
■ Note	12/6/2018	Next Touch Note	Lefebvre, Courtney	Watershed Assist
■ Note	12/4/2018	Next Touch Note	Lefebvre, Courtney	Watershed Assist

Access to other facility documents in order to drive care decisions.

Access to an accurate medication list by a healthcare professional at the time of assessment.

📖 Current Medications (15)



Reconcile



Allergies: *Penicillin*

Last Reconciliation: 9/4/2019 2:10 PM Miller, Britney, RN (Springhill Senior Residence)

Scheduled Medications

	Name ↑	Dose	Route	Freq			
<input type="checkbox"/>	Coreg Oral Tablet 3.125 MG (Carvedilol) <i>BETA BLOCKERS : Alpha-Beta Blockers</i>	3.125 mg	Oral	2 times per day			
<input type="checkbox"/>	CVS Omeprazole Oral Tablet Delayed Release 20 MG <i>ULCER DRUGS : Proton Pump Inhibitors</i>	20 mg	Oral	1 time per day			
<input type="checkbox"/>	Ferrous Sulfate Oral Tablet 325 (65 Fe) MG (Ferrous Sulfate) <i>HEMATOPOIETIC AGENTS : Iron</i>	1 dose	Oral	1 time per day			
<input type="checkbox"/>	Levemir Subcutaneous Solution 100 UNIT/ML (Insulin Detemir) <i>ANTIDIABETICS : Human Insulin</i>	20 unit	Oral	2 times per day			
<input type="checkbox"/>	Lexapro Oral Tablet 10 MG (Escitalopram Oxalate) <i>ANTIDEPRESSANTS : Selective Serotonin Reuptake Inhibitors (SSRIs)</i>	10 mg	Oral	1 time per day			
<input type="checkbox"/>	Lipitor Oral Tablet 20 MG (Atorvastatin Calcium) <i>ANTIHYPERTENSIVES : HMG CoA Reductase Inhibitors</i>	20 mg	Oral	1 time per day			
<input type="checkbox"/>	MiraLax Oral Powder (Polyethylene Glycol 3350) <i>LAXATIVES : Laxatives - Miscellaneous</i>	17 gm	Oral	1 time per day			
<input type="checkbox"/>	Neurontin Oral Capsule 300 MG (Gabapentin) <i>ANTICONVULSANTS : Anticonvulsants - Misc.</i>	300 mg	Oral	1 time per day			
<input type="checkbox"/>	Norvasc Oral Tablet 10 MG (Amlodipine Besylate) <i>CALCIUM CHANNEL BLOCKERS : Calcium Channel Blockers</i>	10 mg	Oral	1 time per day			

- Allows us direct communication with all members of the care team.
- Provides valuable information to the care team.
- Providers will message the team to notify us that the patient will be in the ER.

✉ Messages

medications?	
System (System Administration)	
Care transition from Springhill Medical Center scheduled: 2/27/2018. Contact patient for additional details.	2/27/2018 4:36 PM
Holland, Angel, RN (Kindred Home Health Mobile) ➔ Springhill Medical Center (OP)	
patient admitted today will reconcile meds when information is available to office.	2/27/2018 7:23 PM
Holstein, Veronica (Watershed Assist) ➔ Kindred Home Health Mobile	
Would you mind clarifying pt's PredniSONE dose in WS? thank you!	2/28/2018 8:38 AM
Holland, Angel, RN (Kindred Home Health Mobile) ➔ Springhill Medical Center (OP)	
DONE	2/28/2018 10:34 AM
Pluscht, Webster (Watershed Assist) ➔ Kindred Home Health Mobile	
Spoke with pt, and she said that she is still experiencing some swelling in her feet and legs. At her visit yesterday, she said that the nurse was going to call Dr. Carlos regarding this. Were you able to get in touch with Dr. Carlos' office? Thanks	3/9/2018 1:41 PM
Holland, Angel, RN (Kindred Home Health Mobile) ➔ Springhill Medical Center (OP)	
I HAVE EMAILED CASE MANAGER YOUR QUESTION	3/9/2018 2:43 PM
Holland, Angel, RN (Kindred Home Health Mobile) ➔ Springhill Medical Center (OP)	
i did and reported the 3+ edema and blood pressure of 96/56, talked to the nurse with no changes. They put her back on torsemide and she is taking it. She was sitting with her feet down, i made her get in bed and elevate them.	3/9/2018 3:57 PM

Access to CMS and real time, local agency quality data to assist patients with provider choice.

Provider	Nursing Home Compare Metrics								Watershed Metrics			
	Overall	Health Inspections	Quality	Staffing	RN Staffing	D/C to Community	ED Visit	Hospital Readmit	Hospital Readmit	Communication	Quality Assurance	Handoff (Hours)
W Facility A	4.0	3.0	4.0	4.0	3.0		11.0%	21.3%	21.7 % (13/60)	5	1	47
W Facility B	4.0	4.0	3.0	4.0	4.0		11.7%	25.6%	17.0 % (25/147)	4	1	0
W Facility C	4.0	4.0	4.0	4.0	4.0		18.1%	18.8%	17.6 % (3/17)	2	1	17
W Facility D	4.0	4.0	4.0	4.0	4.0		11.1%	32.0%	25.0 % (6/24)	1	1	39