GEDA Executive Summary Care Processes Template – Level 1 or 2

Care Process

Select the care process this corresponds to from this dropdown menu:
E.10 Transportation to residence

Your care process name:
Transportation protocol

Date care process approved by your EM Department/Division:
2/6/2023

Description

Rationale: Provide any background or rationale for this process.
Patients who arrive via ambulance, taxi, or are dropped off by other means may not have the resources for transportation home or to another designated destination such as a skilled nursing facility or assisted living facility. The purpose of this care process is to ensure patients can obtain timely transportation back to their residence when needed.

Describe the population that the care process will apply to and any exemptions. For example, it may apply to all patients age 65 and over or a subset based on age, ESI, or another positive screening tool. Patients who are severely ill or intubated may be exempted:
This is available to all patients, but is disproportionately used by older adults who often have more complex transportation and care needs.

Hours of the day when the care process will be implemented or available if applicable:
24/7

Describe where in the ED workflow this care process fits in. For example, it may occur in triage, once the patient is roomed, at discharge, after discharge, after admission, during another transition of care, or other time:
On discharge

Brief description of the care process. If you are using a hospital-wide process, please explain how it is applied specifically in the ED:
The nurse or nurse case manager will complete a transportation assessment of the patient upon discharge and will document the patient's needs. If they do not require medical care during transit, then they can place an order for a voucher for one of the following: Taxi, Van, wheelchair-capable van. The Taxi option is available 24/7, while the vans are only available M-F.
If the patients requires a van or wheelchair transport overnight, then the patient can either wait until the morning, or a BLS ambulance can be requested.

For patients requiring medical care or monitoring, the nurse case manager can request: BLS, ALS, CCT, or air ambulance.

The nurse Case Manager enters UNC Patient Advisory Ambulance Transport Services form in EPIC; enters Ambulance Attestation in the Discharge Orders for the ED physician to sign; and provides the patient with a copy of the "UNC Patient Advisory Ambulance" form.

Who will be responsible for performing the actions in the care process:
Nurse or nurse case manager.

Describe how this care process is geriatric-specific:
While this is available for all patients, it is disproportionately used for discharging patients to SNF/ALF facilities and is predominantly used by older adults.

Describe any further follow-up or interventions involved:
N/A

Education and Monitoring

Where relevant, describe how you will educate the relevant staff, physicians, or other stakeholders about the care process:
Nurses and case managers are trained during on-boarding.

Describe how you will monitor completion of the care process and its impact, where relevant. The list of GEDA care processes specifies whether each protocol should have validation of its implementation, or whether qualitative metrics are required. For 'validation' please describe the implementation and, if relevant, provide evidence for implementation of the care process. You will have the chance to upload images or files on the web application. For care processes in which 'metrics' are required, you should at least track the percentage of eligible patients who receive the designated intervention. Tracking could be through a live dashboard of screening results, through periodic random chart reviews, or through other tracking methods. Describe how often and by whom this will be performed. You will have a chance to upload metrics on the web application.
We will monitor the number of transports requested on a quarterly basis and will perform chart audits to determine the time from requesting transport to the time the patient leaves the ED to assess for process improvement opportunities related to the time waited for transportation services. This audit will be performed by the GED quality team.

Please describe how you will help improve the rates of completion or impact of the process if rates are currently low or become low in the future.
N/A

If relevant, please attach the 'validation' or 'metrics' for this care process. For metrics, this should include at least 3 months of tracking data to demonstrate completion rates and any other outcomes that are tracked.
Attach here if relevant.

Please attach your official ED care process policy if present, or other relevant documentation such as order sets, flow charts, etc. Please do not include hospital-wide policies. This policy should be ED-specific.