

# Keeping Seniors at Home: An Emergency Department Link

Grey Matters 2012: Creating Age-  
Friendly Communities  
September 13, 2012

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Services

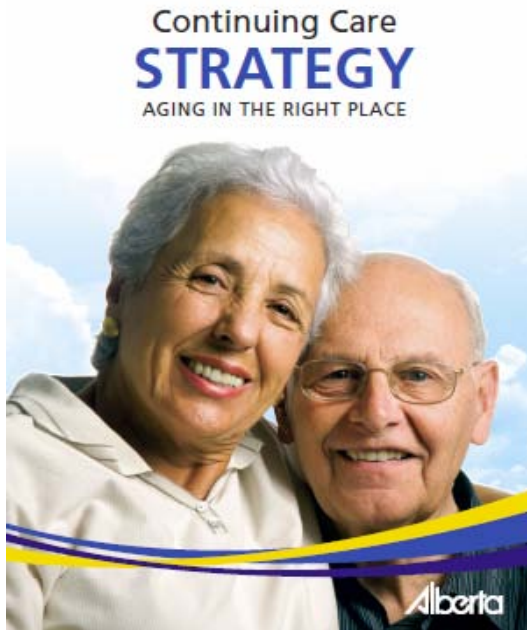
# Outline

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- Emergency to Home Project Background
- Emergency Department Care Coordinator (EDCC) Role
- Emergency to Home Video
- EDCC Client Scenarios
- Emergency to Home Evaluation Outcomes

# Emergency to Home: Project Background

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*Strategy 1, Investing in  
Community Support,  
Initiative 4: Emergency  
Department Support (p. 8)*

- Alberta Health funded pilot project
- Started in 2009
- 4 pilot sites
- Similar models in other provinces

## What is an Emergency Department Care Coordinator (EDCC)?

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- Screens, assess, and coordinates referrals for seniors to Home Care & other community programs from ED
- Goal is safe, appropriate discharges from the ED in collaboration with multidisciplinary team (Physiotherapy, occupational therapy, social worker, pharmacy, physician....)
- EDCCs in place at 6 hospitals within city of Edmonton & St. Albert
- Goal is linking patients with the right services

# Emergency to Home Video

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# EDCC Client Scenarios: Mary

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# Mary's Risk Factors

## Triage Risk Screening Tool

Instructions: Please make a check mark  in the appropriate box to indicate the **presence or suspicion of any of the following**:

*\*Please complete for all patients 75+ years of age\**

1.	<input checked="" type="checkbox"/>	Difficulty walking/transferring or recent falls
2.	<input checked="" type="checkbox"/>	7 or more medications
3.	<input checked="" type="checkbox"/>	Lives alone <b>and/or</b> no available caregiver
4.	<input checked="" type="checkbox"/>	ED in previous 30 days
5.	<input type="checkbox"/>	No family physician identified
6.	<input type="checkbox"/>	Current <input type="checkbox"/> Home Care, <input type="checkbox"/> Supportive Living, <input type="checkbox"/> Facility Living Client
7.	<input type="checkbox"/>	ED staff/ ER coordinator professional recommendations, e.g:
	<input type="checkbox"/>	Nutrition/weight loss
	<input type="checkbox"/>	Incontinence
	<input type="checkbox"/>	Failure to cope
	<input type="checkbox"/>	Medication issues
	<input type="checkbox"/>	Sensory deficits
	<input type="checkbox"/>	Caregiver burnout
	<input type="checkbox"/>	Other: _____
	<input type="checkbox"/>	_____
	<input type="checkbox"/>	HC Case Manager _____ <input type="checkbox"/> HC office _____
	<input type="checkbox"/>	SL site _____ <input type="checkbox"/> FL Site _____
	<input type="checkbox"/>	Comments _____
	<input type="checkbox"/>	_____

<input type="checkbox"/>	ER Admission date/time _____
<input type="checkbox"/>	EDIS level _____
<input type="checkbox"/>	Diagnosis _____
<input type="checkbox"/>	Located/Rm # _____
<input type="checkbox"/>	Admitted (ERIP) _____
<input type="checkbox"/>	_____

## EDCC Recommends: Mary

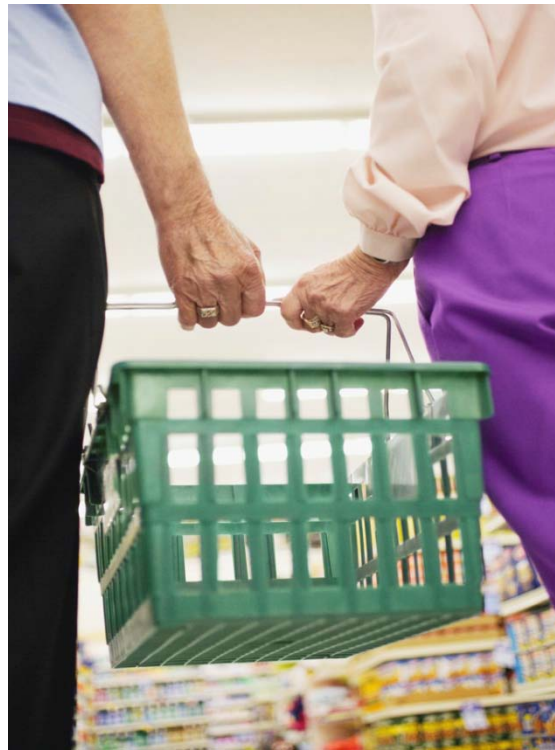
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- In the ED:
  - Falls Assessment by the Physical Therapist
  - Refer to outpatient physiotherapy
- Health Equipment Loan Program (HELP)
- Home Care referral: Case manager will come to client's home to complete a Home Care assessment
  - Safety assessment to ensure she receives the right equipment
  - Cane or a walker to prevent falls & help with balance
  - Equipment in her bathroom, i.e.; grab bars, a shower stool, etc



# EDCC Client Scenarios: Mildred & Jim

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## EDCC Recommends: Mildred & Jim

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- Home Care referral: Case manager will come to client's home to complete a Home Care assessment
- Case manager *may* suggest:
  - Bath assist for Jim once or twice a week
  - Personal care for Jim to help with bathing, dressing, etc.
  - Respite care so that Mildred can have some time to herself to run errands
- EDCC could also provide the SAGE Guide (Seniors Association of Greater Edmonton) to Mildred and Jim for help at home with cleaning and easy meal solutions

# EDCC Client Scenarios: George

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# EDCC Recommends: George

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- EDCC contacts George's Case Manager at his Assisted Living Facility and identifies medication management gaps
- Case manager will assess George's current needs when he returns
- Case manager will arrange services as required in collaboration with George and his family

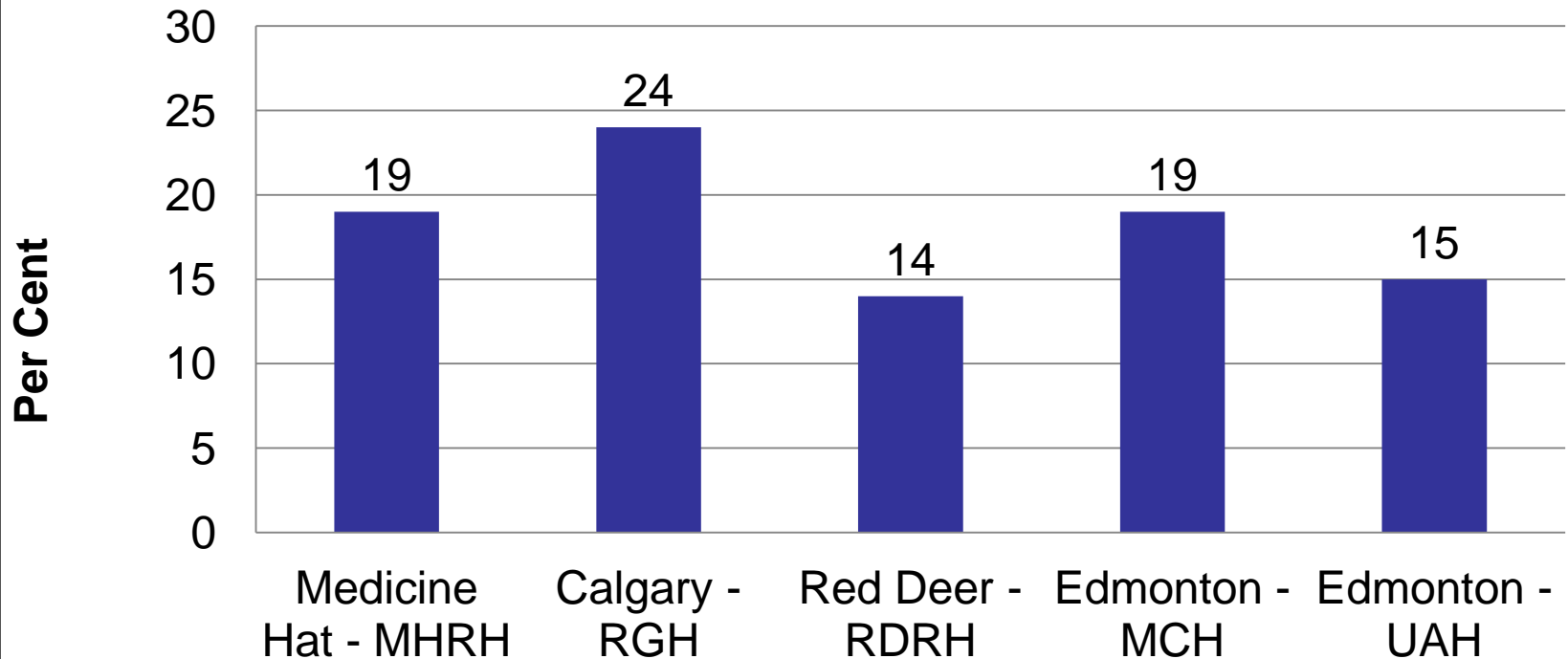
# Emergency to Home Evaluation Outcomes

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- Evaluation completed on four pilot sites in 2012: MCH, SCH, RDRH, RGH
- Data Sources:
  - Alberta Health Services, Data, Information, Measurement and Reporting (DIMR), NACRS - National Ambulatory Care Reporting System (April 2010 to March 2011);
  - Emergency to Home Project Dashboards

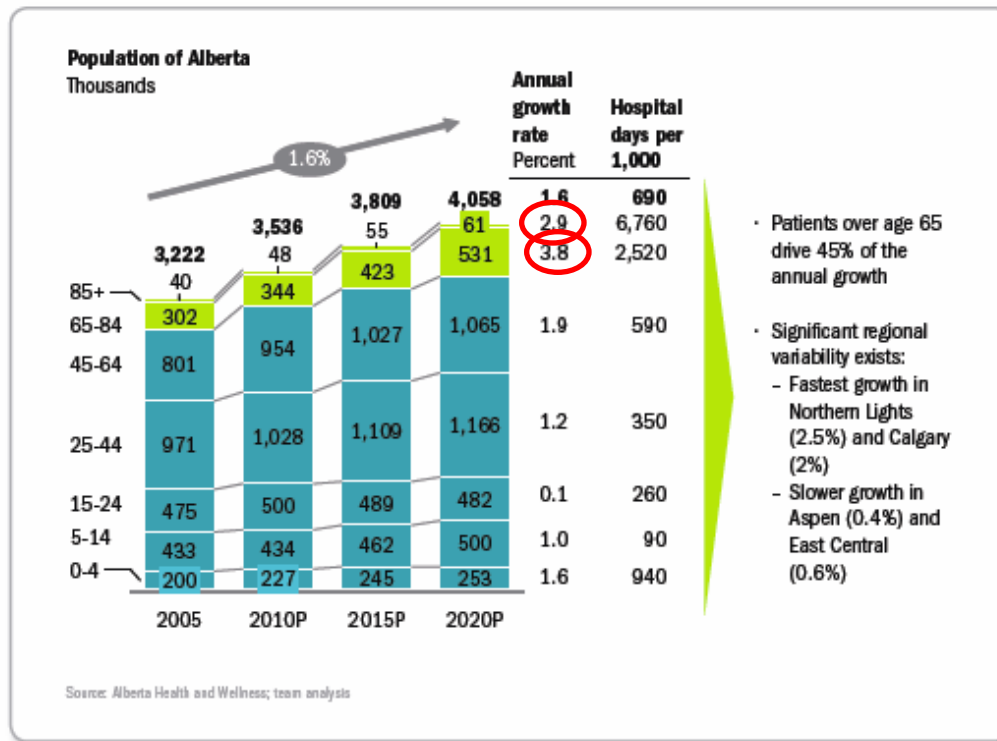
# Seniors in the ED

**Total ED Visits 65+ / Total ED Visits (2009/10)**



# Seniors Population Growth

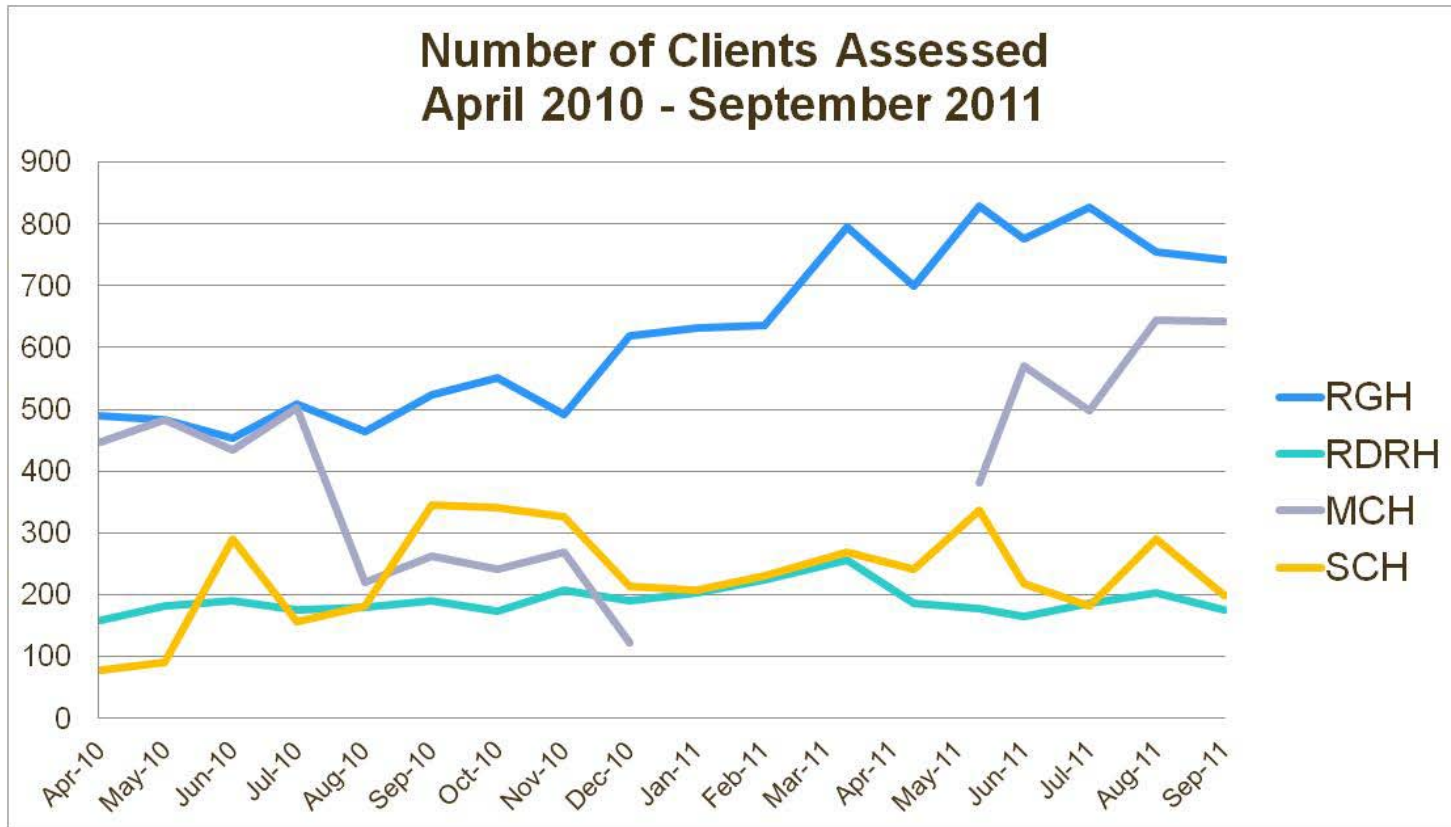
Figure 1-1 Alberta's health care system will come under increasing pressure from population growth and aging



- Today – Seniors make up 10.6% Alberta Population
- By 2020 – Seniors make up 14.6% of the population

Provincial Service Optimization Review, 2008

# Total Patients Assessed by EDCC



Data Source: E2H Dashboards Apr 2010 – Sept 2011

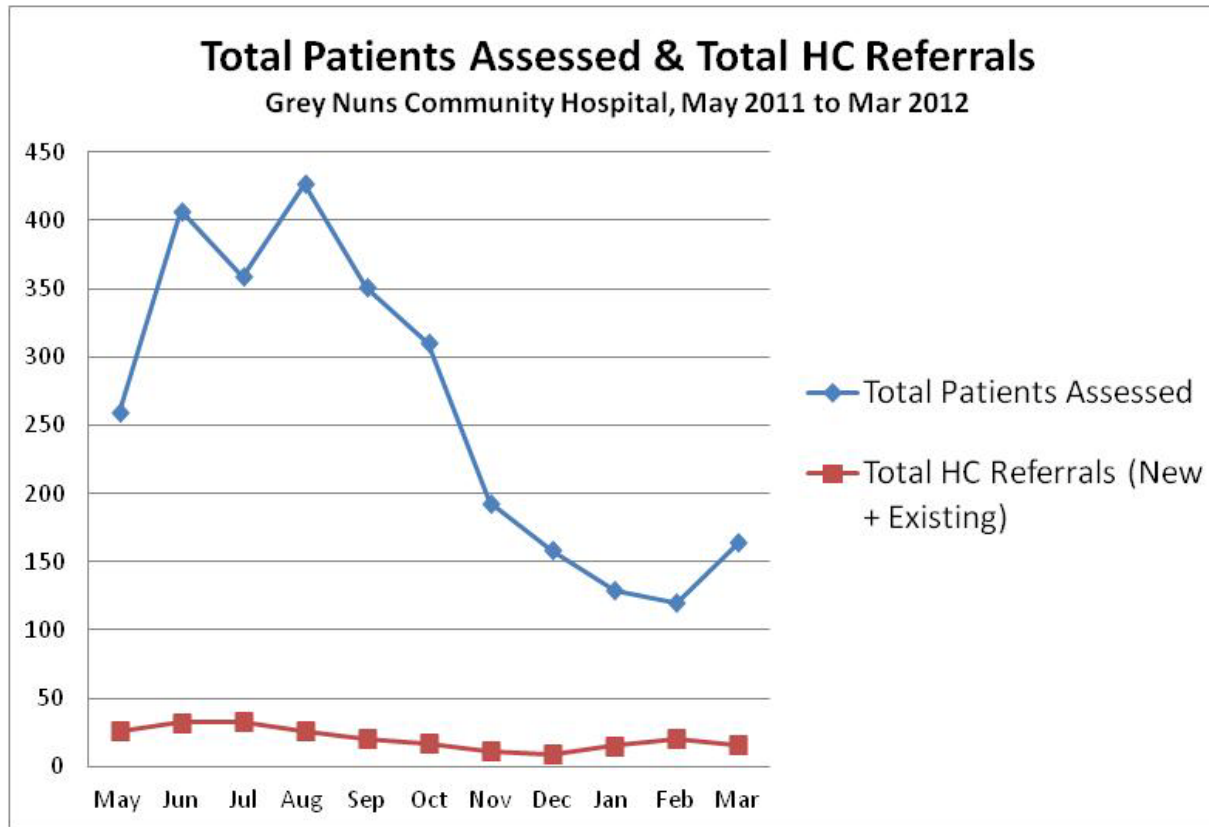


# Characteristics of Patient Assessed

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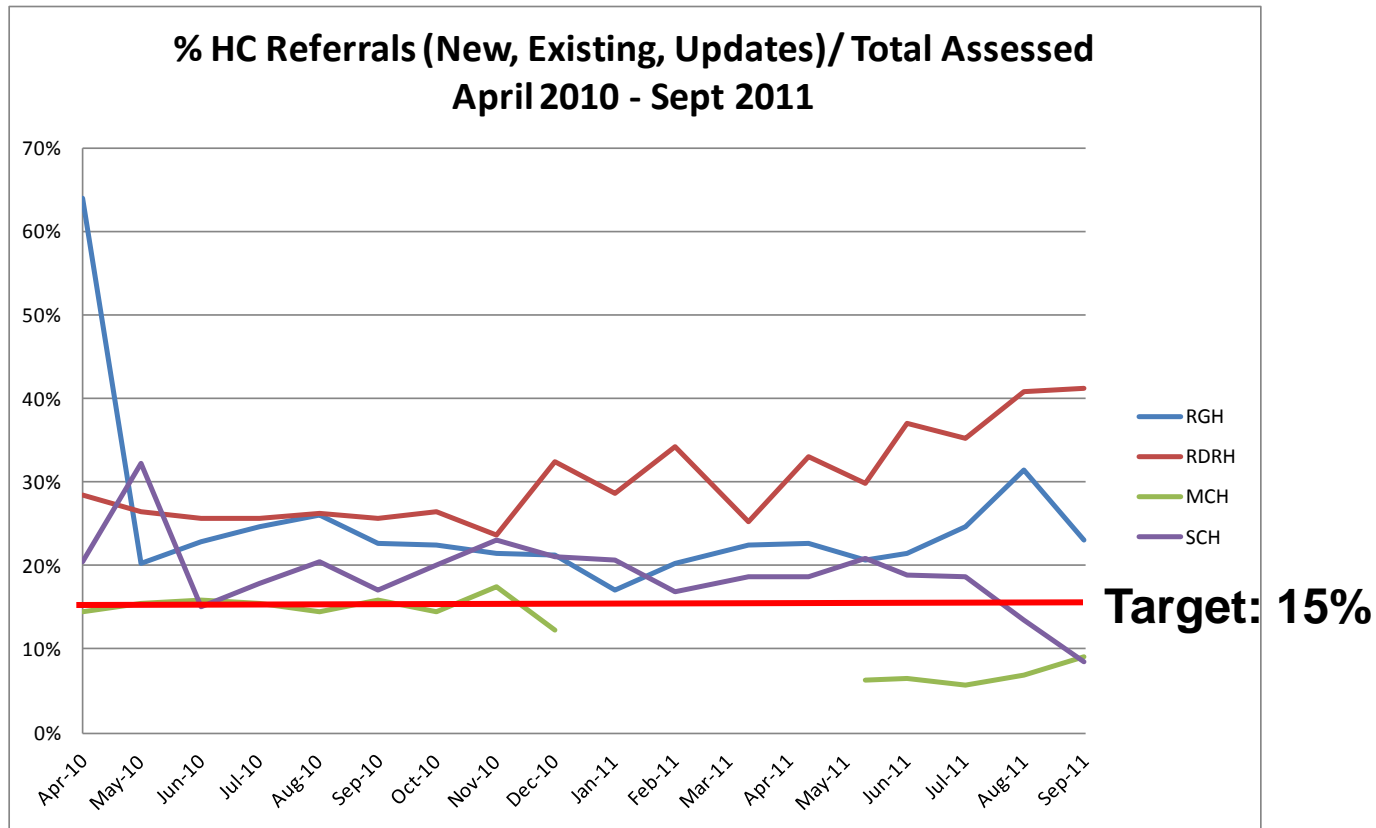
- 57% Female; 43% Male
- Average age: 79
- Majority (53%) were independent living (not existing clients); 32% were Home Care clients
- 42% had difficulty walking and taking 7+ medications
- Majority (96%) had a family physician

## Total Patients Assessed: Grey Nuns Community Hospital



Data Source: E2H Dashboards May 2011 – Mar 2012

# Home Care Referrals



# Reasons for ED Visits

Description	RGH	MCH	RDRH	SCH	Total
Urinary Tract Infection	329	152	50	99	630
Chest Pain Unspecified	197	136	129	157	619
Congestive Heart Failure	229	81	40	60	410
Pneumonia Unspecified	215	71	35	52	373
Abdominal Pain	132	62	65	88	347
Malaise and Fatigue	127	77	84	49	337
COPD With Acute Exacerbation Unspecified	167	43	33	60	303
Dizziness	129	33	46	70	278
Syncope and Collapse	119	55	38	52	264
Atrial Fibrillation	103	84	35	35	257

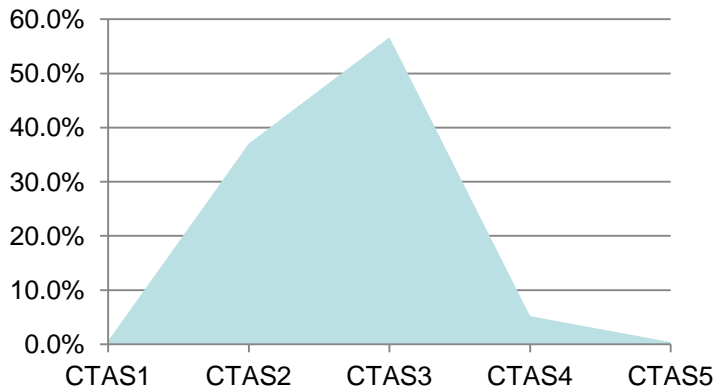
+ falls!

# Reasons for ED Visits

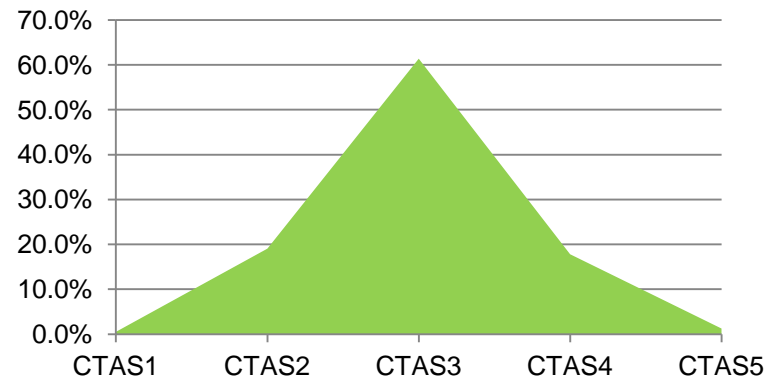
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- Multiple chronic conditions, not age, main driver of health system use by seniors (CIHI, 2011)
- Seniors with three or more chronic conditions made three times as many visits to emergency departments as seniors with no reported chronic conditions (CIHI, 2011)
- Older adults are the most appropriate users of the ED (Costa, 2011)
- Older adults often come to ED with complex medical and psychosocial conditions and are more frequently admitted than other age groups (Costa, 2011)

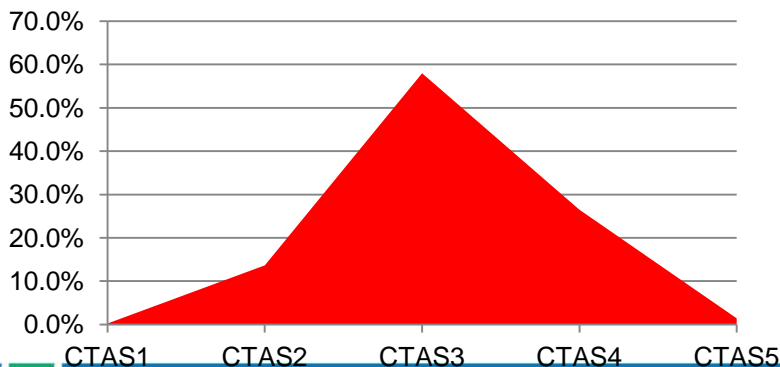
### RGH Client Acuity



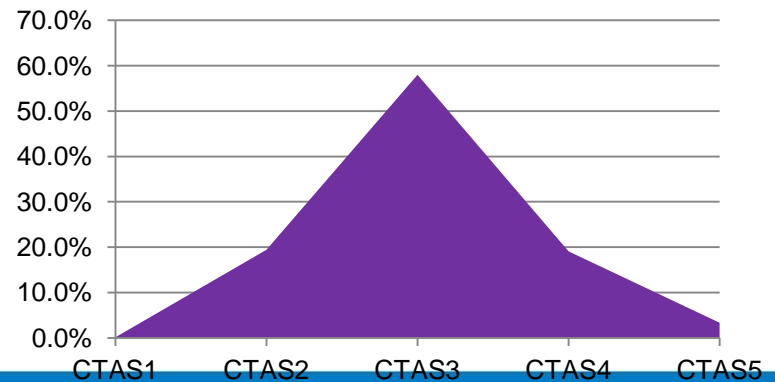
### MCH Client Acuity



### RDRH Client Acuity



### SCH Client Acuity



# E2H Evaluation Summary

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- Increase in total patients assessed between
- Increase in new home care referrals between
- Expansion to other sites
- Continuity of care for seniors health clients
- Integration of acute and community care is best practice (Hollander & Prince, 2008)
- Opportunities to optimize who we assess and what tools we use & to improve workflow processes

# Home Care Contact Info

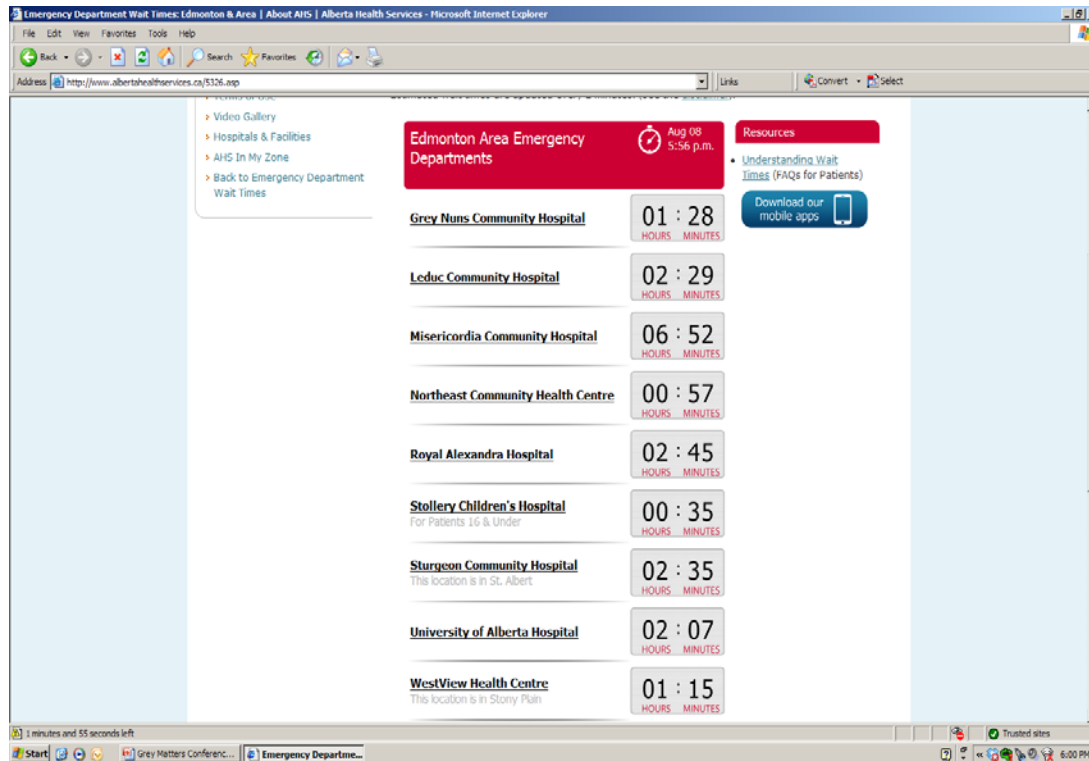
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- If you think you or someone you know needs assistance from Home Care, please contact:
- **Community Care Access: 780-496-1300 (24 hours)**
- **HealthLink Alberta: Health advice 24 hours a day: 1-800-408-LINK (5465)**



# ED Wait Times

- Visit: <http://www.albertahealthservices.ca/5326.asp>



The screenshot shows a web browser displaying the 'Emergency Department Wait Times: Edmonton & Area' page. The page features a navigation menu on the left, a main content area with a list of hospitals and their wait times, and a 'Resources' section on the right. The wait times are displayed in a red box with the time in hours and minutes. The current date and time are shown as 'Aug 08 5:56 p.m.'.

Hospital	Wait Time
Edmonton Area Emergency Departments	01 : 28
Grey Nuns Community Hospital	02 : 29
Leduc Community Hospital	06 : 52
Misericordia Community Hospital	00 : 57
Northeast Community Health Centre	02 : 45
Royal Alexandra Hospital	00 : 35
Stollery Children's Hospital For Patients 16 & Under	02 : 35
Sturgeon Community Hospital This location is in St. Albert	02 : 07
University of Alberta Hospital	01 : 15
WestView Health Centre This location is in Stoney Plain	

# Questions?

## Contact Info:

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## Seniors Health (Provincial) Contact Info:

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Seniors Health  
Edmonton

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# References

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