Geriatric Emergency Department: RN screening and intervention to improve care for older adults at 10 legacy Aurora sites

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Background
- Older adults are a rapidly growing population that have unique & complex presentations in the ED. (Perry, 2018)
- In 2018, 14 Aurora EDs had 403,434 ED visits, of which 97,556 (24%) were ≥65
- The unique needs of older adults challenge traditional ED paradigms (Melady, 2018).
- About 21% are at risk for adverse health event in the following month. 10% return to the ED, 11% are hospitalized, 1.4% go to a SNF, and 2% die.
- ED nurses are challenged with deficits in training, screening & assessments tools, ED workflow, and resources to effectively and safely care for older adults (Wolf, 2019).
- The Geri ED an interprofessional program that identifies high risk elder patients and establishes a network of referrals and care throughout the system to enhance population health and create significant cost reductions by decreasing ED & hospital utilization.

Objective
- Population: ≥65 year old community dwelling, presenting to ED and discharged to home at Aurora Sheboygan Memorial Med Center.
- Intervention: ISAR screen by RN, referral to RN CM, patient completed referral.
- Comparison: ≥65 year old, ISAR score ≥2 with completed RN CM referral compared to those who did not complete referral.
- Outcome: 72hrs ED & 30day ED revisits.
- Time: Jan-June 2017

Approach
- Interprofessional team approach to continuous improvement (IHI model).
- Focus on workforce development: education, workflow, standardized practice.
- Leverage Technology: documentation and reporting infrastructure to support process and outcomes measurement.
- Achieve Geriatric ED Accreditation (1st national cohort, May 2018).

Synthesis of Evidence
- Older adults account for a disproportionate number of potentially avoidable patient hospital admissions from the ED at 46%. (Stranges, 2010)
- 2018 Older adults had an admission rate of 44% vs 25% for all adults (14 Aurora ED sites).
- Approximately one out of every 10 hospital admissions is potentially avoidable, and the majority (60%) of those admissions are for patients ≥65.
- Focus on patients seen in ED but discharged to home to change patient’s health trajectory.
- Population Health: Partner with Aurora ACO MSSP3

Practice Change
- RN screen all ≥65 patients in ED with ISAR tool.
- New EPIC documentation and data reporting.
- RN coordinates with Provider.
- RN CM coordinates post-ED services (PCP, Homecare, Community, Follow up calls, etc).
- Geri ED team reviews process and outcome to continuously improve workflow.
- Discipline specific and team education (bi-annual Booster sessions).
- Development of new clinical protocols with system standardized approach.
- Measures: ED revisits, Patient Satisfaction, Hospital admission rates, Cost savings.
- Start January 2015, new sites 2016, 2017, 2019

Methodology (continued)

Methodology
- Data from ASMMC ED for Jan-June 2017.
- Intervention patient group (n=149):
  - ≥65 years of age
  - ≥2 ISAR score
  - Completed a referral from the ED CM
- A matched Control group (n=149) was generated.
  - Matched ISAR score distribution, age, and gender.
  - Did not complete a referral.
- Outcome variables that were evaluated were:
  - Return to an ED within 72 hours any site.
  - Return to an ED within 30 days any site.

Figure 2. Comparison of Intervention Group and Control group on ED revisit within 30 days.

Results
- The ED patients at risk who had an ED Case Manager completed RN CM referral had fewer return ED visits within a 30 day time frame (30 vs 49 revisits, 20% vs 33% = 49% reduction or 13% absolute risk reduction in 30day ED revisits).
- The results are suggestive but not conclusive with respect to a return to the ED within a 72 hour time frame.

Outcomes
- The multi-component RN-MD-CM intervention and standardized system approach highlights the effect of collaboration on workflow and processes.
- Manifestation of cultural changes in RN & MD awareness, skills, & teamwork in identifying and treating vulnerable older adults.
- Manual tracking of intervention vs control group, require IT solutions to automate and increase productivity.
- Limitation include study at a single Geri ED site and patient bias in completing RM CM referrals.

Implications for Practice
- The Geri ED RN CM intervention results in a significant improvement for older adults and reduces cost to the system.
- Due to a standardized program between all 10 sites, potential cost savings could be much larger.
- Additional study to understand the effect on hospital admission rate.
- Vision to have Accredited Geri ED as standard of care in all 26 AAH EDs due to proven scalability and outcomes.
- Partnership with ACO and Population Health provides additional opportunities to coordinate care beyond ED into PCP, homecare, & community.
- Continuous improvement leading to development of new clinical protocols (Falls, Palliative Care, Delirium, Urinary Cath).  

References

Acknowledgements
Lisa Entingher, Dr. Malone, Ann Gallo, Patti Pagel, Stephanie Stoger, Geri ED Collaborative, and Stan Kritzak Fund