
GEDA Executive Summary Care Processes Template – Level 1 or 2

Care Process

Select the care process this corresponds to from this dropdown menu:

E.6 Home assessments

Your care process name:

Home safety assessment

Date care process approved by your EM Department/Division:

8/31/2022

Description

Rationale: Provide any background or rationale for this process.

Certain older patients may benefit from a home safety assessment to reduce the risk of falls or injuries.

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:

Patients age 65 and over with recurrent falls, unsteady gait, or frailty.

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

During hours the ED case manager is present (56 hours/wk)

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:

After initial physician/APP evaluation.

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 ED case manager team will screen the ED board and discuss patients with the physician/APP. If a patient is there for a fall and has a history of prior falls in the last 6 months, or if the physician/APP has concerns about the patient's frailty or ability to perform their ADLs, the case manager will assess the patient and determine their needs. The CM will remain up to date with the options for home health and care in the community and will place an order for a referral to one of the two currently available options: Senior Safety Services or Brightstone Health Inc. Those agencies will perform a home visit to make recommendations for safety changes and can coordinate installation of home safety devices such as grab bars, bedside commodes, and other assistive equipment.

Who will be responsible for performing the actions in the care process:

ED Case Manager

Describe how this care process is geriatric-specific:

This is specifically for patients age 65 and over.

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:

This care process is driven by the ED CM team. They will on-board new staff at orientation. For existing staff, they will perform ongoing reminders and audits as below.

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.

The GED quality improvement team will monitor the number of referrals placed on a quarterly basis and will work with CM to identify any barriers that would require a change in the care process.

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.

If the referral rates drop, we will work with the CM team to identify barriers or constraints that are limiting this assessment and referral process.

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.

Click n/a if none 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.