

Emergency Department Case Finding

BACKGROUND

- * Missed patient referrals
- * Missed opportunities to improve patient outcomes
- * Lack of communication
- * Confusion around referral process to VPC

ACTIONS

- * ER chart review from June to October 2015; ongoing weekly review
- * Identified common reasons for visits
- * Review of data: missed or potential patients
- * Communication
- * Meetings with stakeholders:
 - Primary Care (Ex: NP led clinics)
 - Health Links
 - Community Groups
 - Brockville General Hospital Acute Stroke Unit and SPC
- * Educational meetings & packages provided to:
 - Emergency Departments
 - ◇ Perth and Smiths Falls sites
 - ◇ Kemptville Hospital
 - ◇ Carleton Place Hospital
 - ◇ Almonte Hospital
 - ◇ Arnprior Hospital

KEY LEARNINGS

- * Need for increased education awareness: Community & ER's
- * Enhanced communication has led to improved patient flow and changes to policy

CHALLENGES

- * Wait times associated with success

CONCLUSIONS

- * VPC packages redesigned for easy use by staff and patients
- * Increase in awareness = Increase in Referrals
- * Referrals seen from all areas of health care
- * Record month of 35+ referrals

