

MMH EMERGENCY DEPARTMENT INDUSTRIAL TRANSFERS

PHYSICIAN QUALITY IMPROVEMENT PROJECT VALS COHORT 3

► PROBLEM STATEMENT

The MMH Emergency Department (ED) has been receiving an increasing number of patients from surrounding industrial sites in the northwest region. Many of these transfers have been either inappropriate for the services provided at MMH or have been poorly communicated to the ED team. This has lead to confusion among ED staff and potentially worse patient care.

► AIM STATEMENT

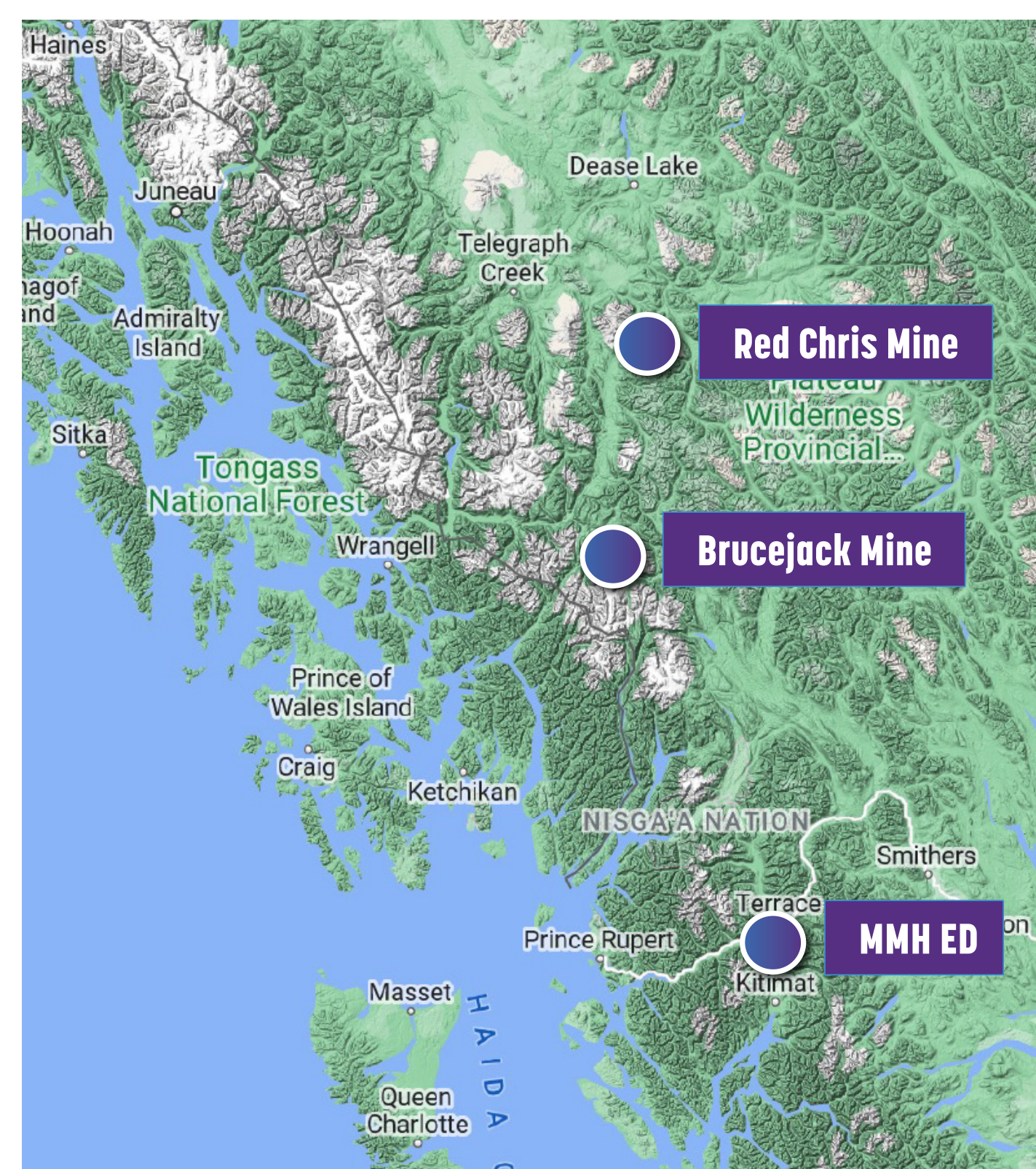
To ensure that 100% of patient transfers from Bruce Jack and Red Chris Mines to the Emergency Department are clearly communicated and are appropriate for services within MMH by April 2022.

► CHANGE IDEAS

- Initiate direct communication with Emergency Room Physicians from sending sites for all transfers
- Complete incoming patient forms for all expected patients; included at physician handover
- Educate ED staff and Iridia Medical staff on transfer process; ongoing communication

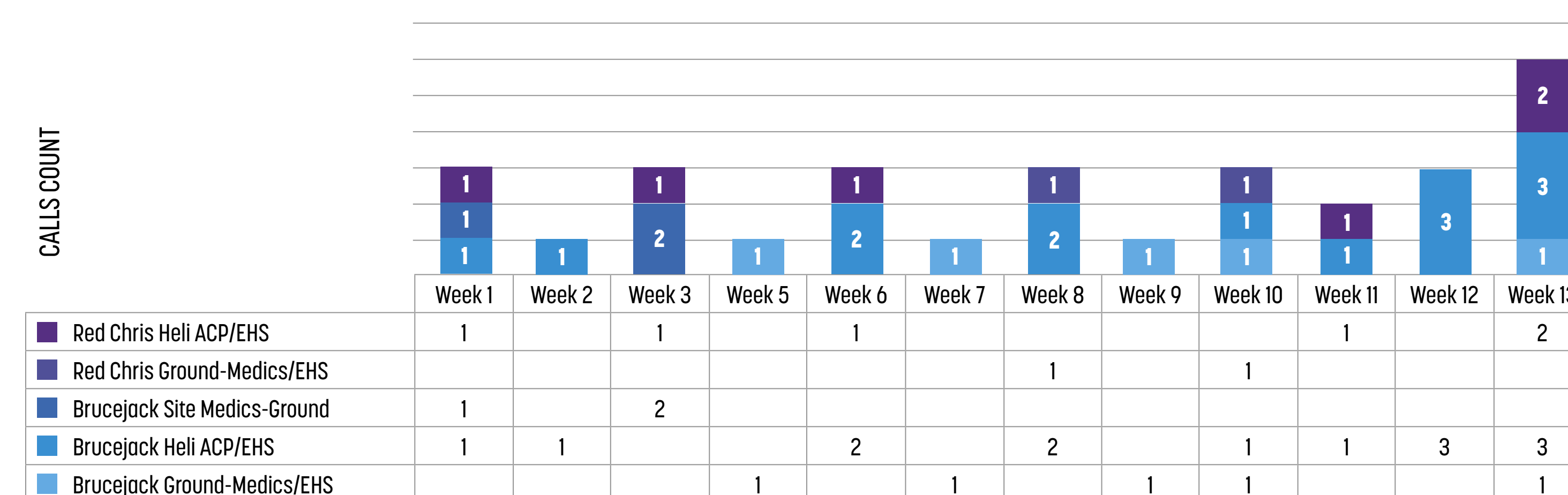
► MEASURES

- Estimate total number of incoming patients from two Northwest mine sites by transport type (Heli-vac, ground site medics, EHS, or combination of transport types)
- Estimate percentage of patients requiring initial level of care beyond the resources of MMH ED

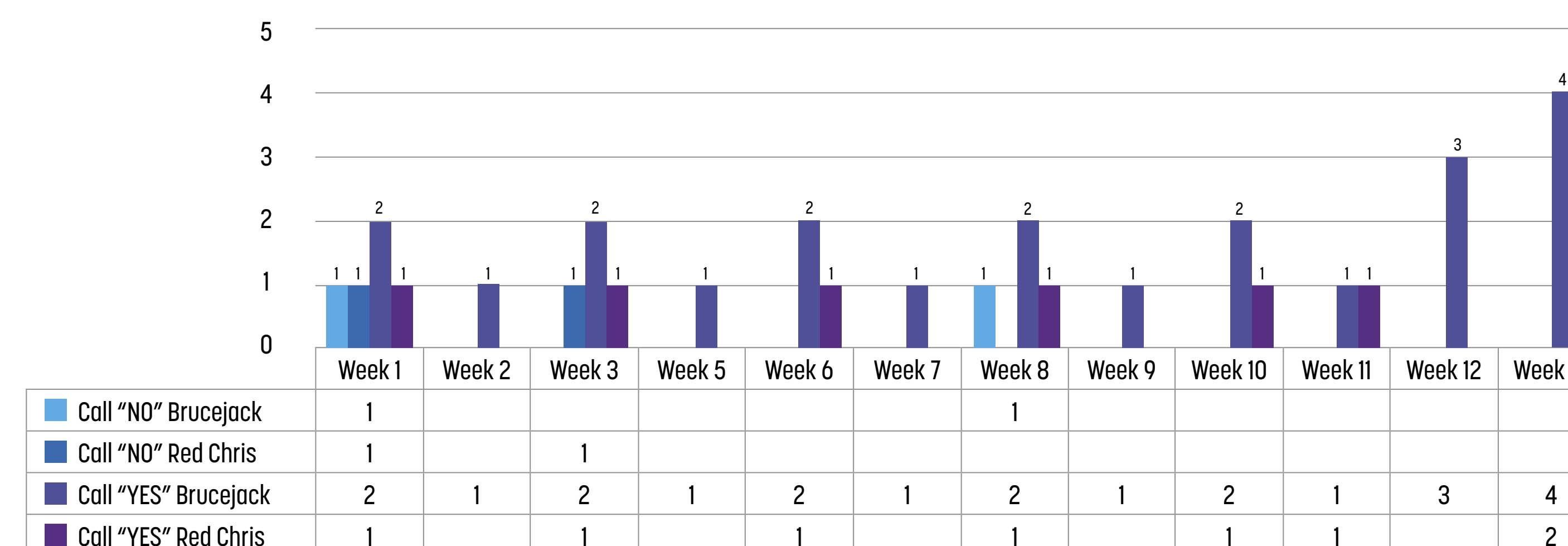


► PROGRESS TO DATE

Approximate Number of Calls Made and Transportation Modes Per Week



Approximate Number of Communicated and Non-Communicated Patient Transfers from Each Site



- 96% of transfers called directly from sending provider to ERP
- Zero documented cases of patients requiring initial level of care beyond the resources of MMH ED

TEAM MEMBERS:

Dr. Kyle McGivery (Project lead), Lee Cameron (PQI Coach), Cat Szymczyk, ED Nurse Manager, Iridia Medical Staff

► EARLY BENEFITS

- Improved communication between industrial sites and MMH ED; less confusion and frustration among ED staff
- Improved relationship with industrial sites, EHS
- Improved ED communication around all incoming patients including physician handover and new clipboard system
- Fewer unexpected patient transfers; more streamlined patient care

► NEXT STEPS

- Continue with process changes; ongoing discussion with industrial site stakeholders
- Apply current model to other industrial sites; apply clipboard system and physician handover process to all incoming patients to MMH ED
- Improvements to industrial site patient data
- Communicate findings to ED, MMH, NH, Iridia Medical
- Incorporate experience/ findings into Diagnostic Imaging transfers QI project