PERFORMANCE IMPROVEMENT ALGORITHM FOR TRANSFER PATIENTS

Patient Transferred to higher level of care

< 2 hours in your ED
- What was the patient’s outcome at the Level I Trauma Center?
  - Did they do anything that we couldn’t have done at our facility?
    - Yes-they did. Ask if we could’ve done anything better before we transferred
      - No-They didn’t. Then why did we transfer the patient? Was it lack of provider knowledge, skill, or communication?
        - Document your findings, how are you going to improve this, and then re-evaluate in 3 months.
        - No-Close

> 2 hours in your ED
- Did the Physician see the patient within 30 minutes of patient arrival?
  - How long did it take to get lab results?
  - How long did it take to get CT results?
    - When was the decision to transfer the patient made?
      - When was transport called?
        - When did transport show up to transfer patient?
          - When did patient leave ED after EMS arrived?

NO

PI Needed! i.e.: Ask provider why time not met? Track provider arrival times and counsel provider if trend identified

- Track times to identify average and explore if/how time can be decreased
- Was CT necessary for patient’s care at your facility? Track times to identify average and explore if/how time can be decreased
- Was this timely? If not, why? Is there a provider reason or system problem?

Yes

- They did. Ask if we could’ve done anything better before we transferred
  - No
  - Then why did we transfer the patient? Was it lack of provider knowledge, skill, or communication?

No

- Close

Submitted by: Arvie Webster, RN, MSN, CEN (2013)
arvie.webster@uahealth.com