



Level of Care Transfer Standardization MICU

Erlanger Resident QI Project



Level of Care – Transfer Standardization

Team Members:

- Dr. Radhika Shah – Faculty Supervisor
- Dr. Tina Okereke
- Dr. Tom Sweets
- Dr. Katlyn Zavala
- Nicole Ford , CMBB



Problem Statement

- Since the implementation of Epic EMR, MICU has had reported occurrences of delays in patient care due to MAR Holds.
- Patient transfers involving level of care changes require reconciliations of medications and lab orders at time of transfer order placement.
- Failure to properly process these reconciliations before transferring to a unit creates missed labs, duplicate labs/medications, unsafe medications for patient's level of care, and delays in patient care.



AIM Statement

- To increase the use of the Epic Transfer Navigator as well as decrease errors in transfers in the MICU for patients on the Academic ICU team by 50%, thereby increasing patient safety by April 15, 2021.



Project Charter



Team:

Dr. Jetina Okereke, Dr. Radhika Shah, Dr. Thomas Sweets, Dr. Katlyn Zavala

Project: Level of Care Transfer Standardization

Sponsor: Dr. Curtis Cary

Project Start Date: 9/15/2019

Last Revised: 3/22/2021

Problem

Describe in 2 to 3 sentences the existing condition you hope to improve (i.e., the gap in quality).

Patient transfers involving level of care changes require reconciliations of medications and lab orders at time of transfer. Failure to properly process these reconciliations before transferring to a unit creates either missed or duplicate lab and medication interventions.

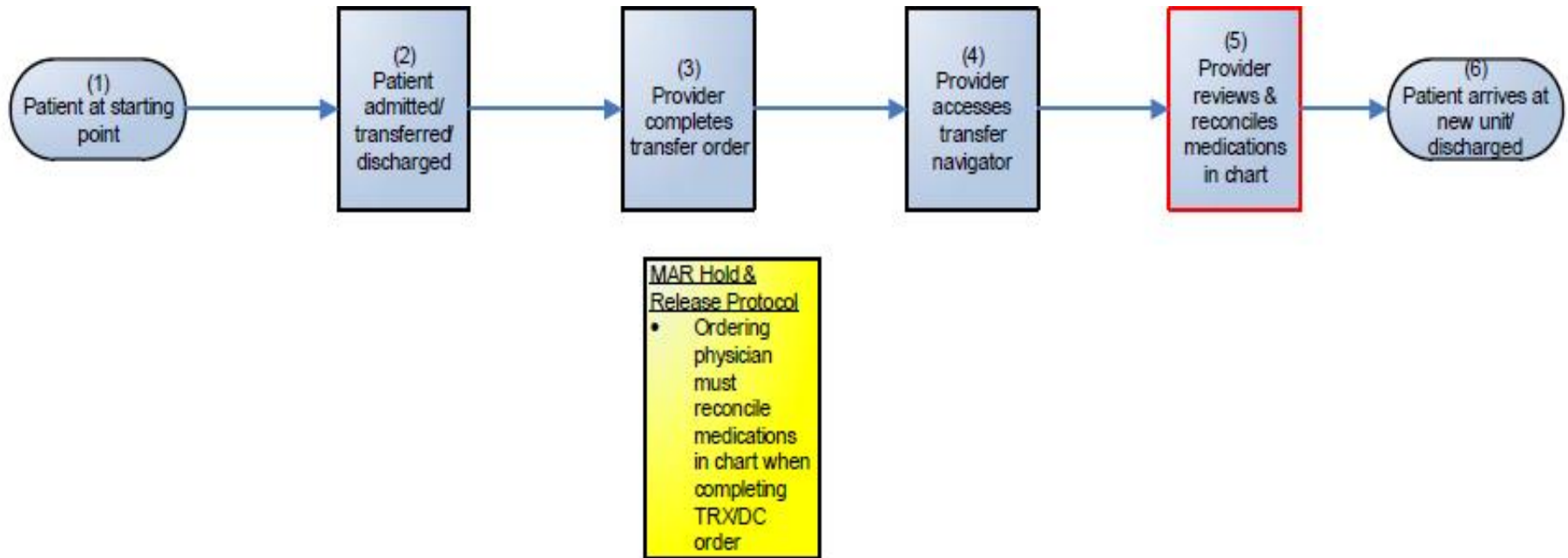


Operational Definitions

- Transfer Navigator-tool in Epic used by transferring provider to reconcile labs and meds after transfer order is completed
- Transferring Provider
 - EM = Emergency Medicine
 - IM = Internal Medicine
 - FM = Family Medicine
- Transfer Errors
 - 1 = Vasoactive Order
 - 2 = Duplicate Lab Order
 - 3 = ICU Nursing Order Error
 - 4 = Sedation Order



Process Map



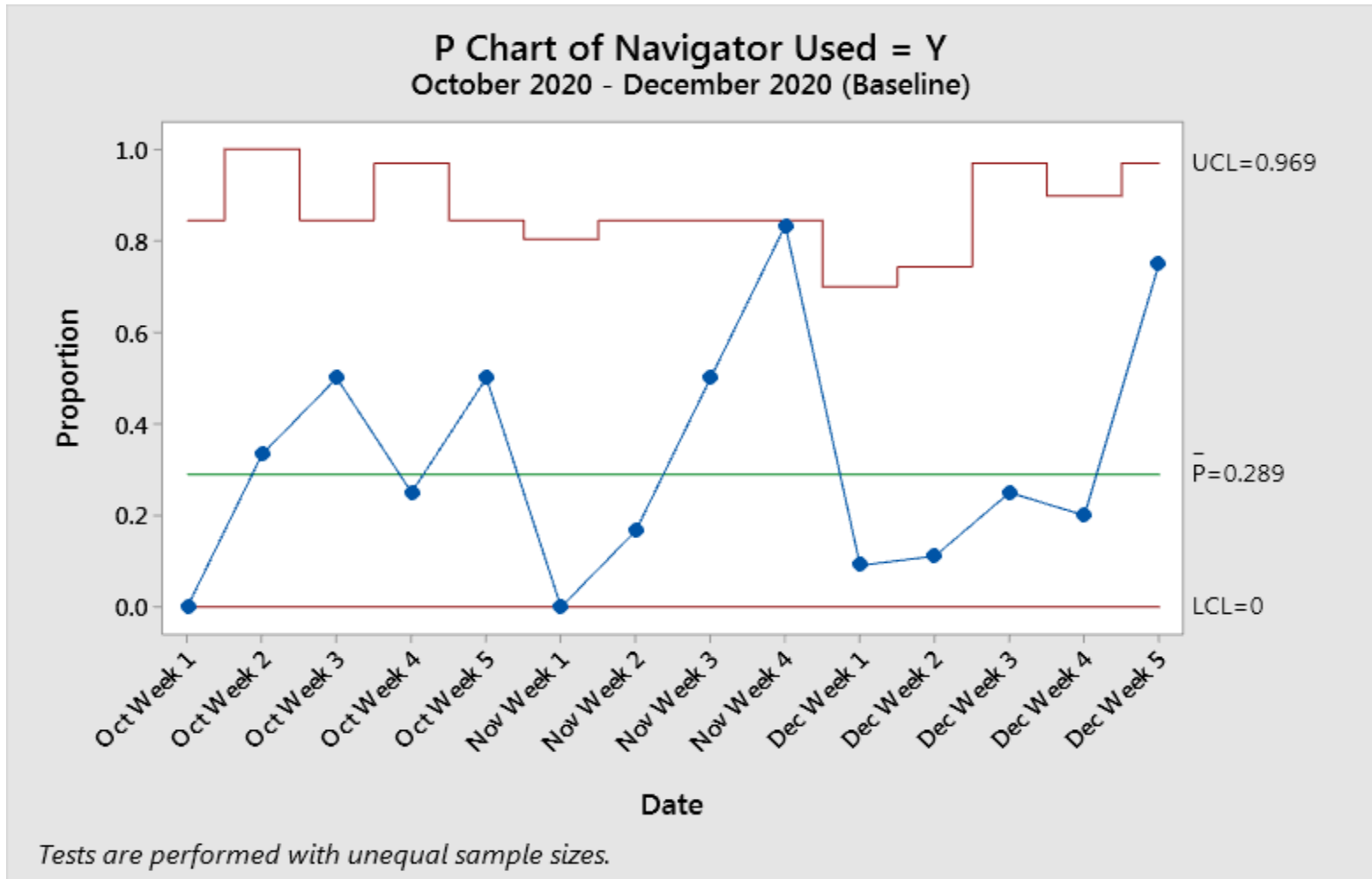


Data Collection Process

- **Time Period (Baseline)**
 - October 2020 through December 2020
- **Report Used**
 - ADT Transfer Report: MICU
- **Sample**
 - Random sample of 83 transferred patients from MICU
- **Data type**
 - Yes/No data (Yes = Transfer Navigator Used or No = Transfer Navigator Not Used)



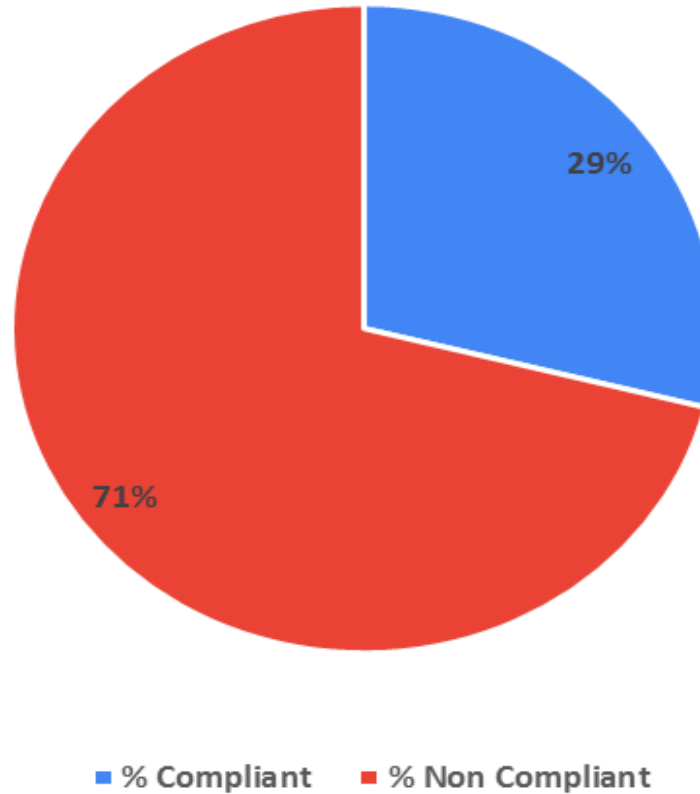
% Compliance of Navigation Tool Baseline Control Chart





Data Analysis – Baseline Data

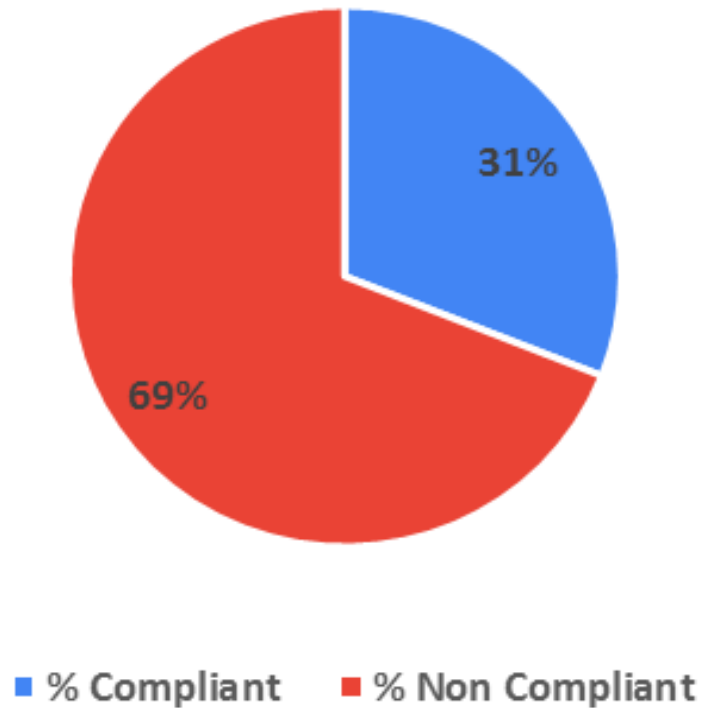
**Transfer Navigation Usage
Overall MICU**





Data Analysis – Baseline Data

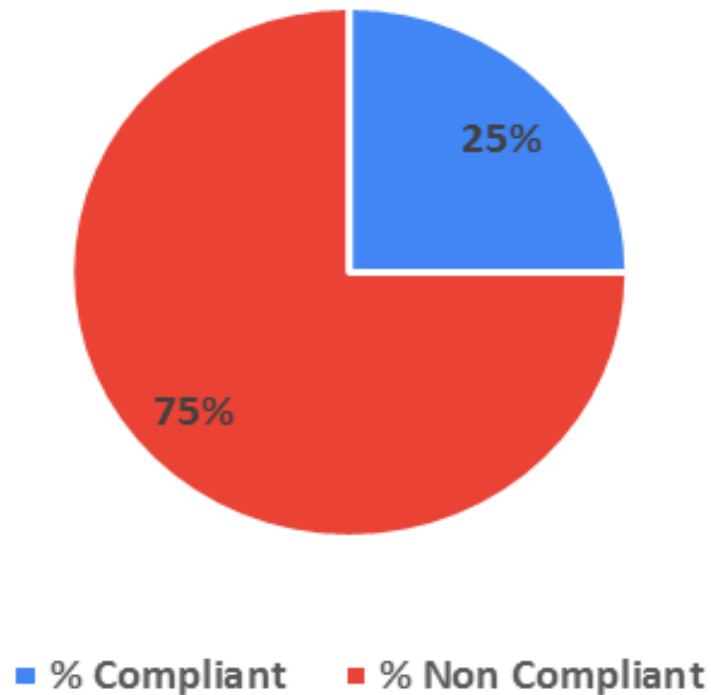
Internal Medicine Transfer Navigator Usage





Data Analysis – Baseline Data

Emergency Medicine / Family Medicine Transfer Navigator Usage





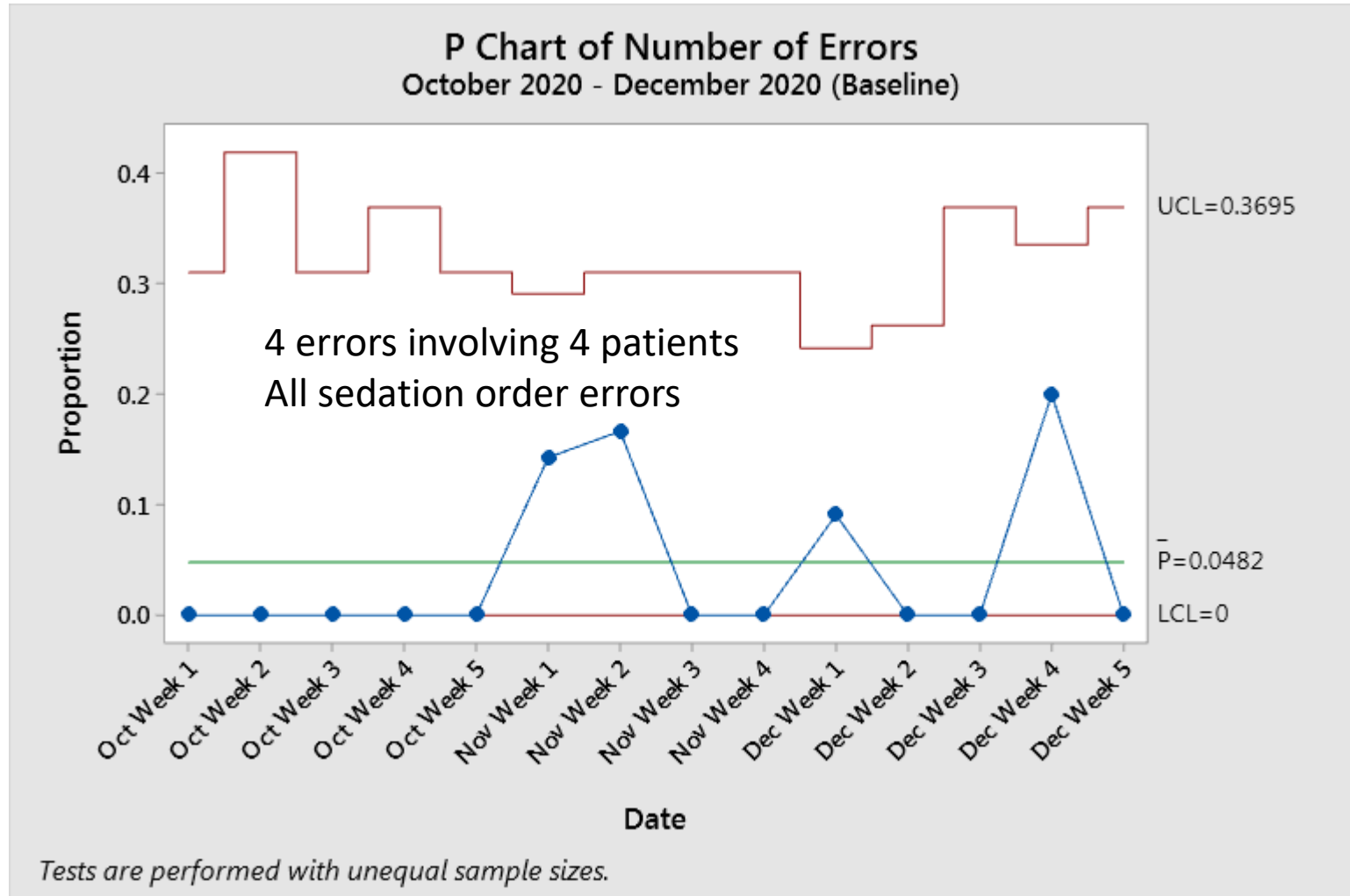
Pre-Implementation Error Audits

- Audits conducted (July 2019 – February 2020 with n=152)
 - When Transfer Navigator used, error rate was 12%
 - When Transfer Navigator **NOT** used, error rate was 39%
- Audits conducted (October 2020 – December 2020 with n=83)
 - When Transfer Navigator used, error rate was 0%
 - When Transfer Navigator **NOT** used, error rate was 5%



Error Rate

Baseline Control Chart

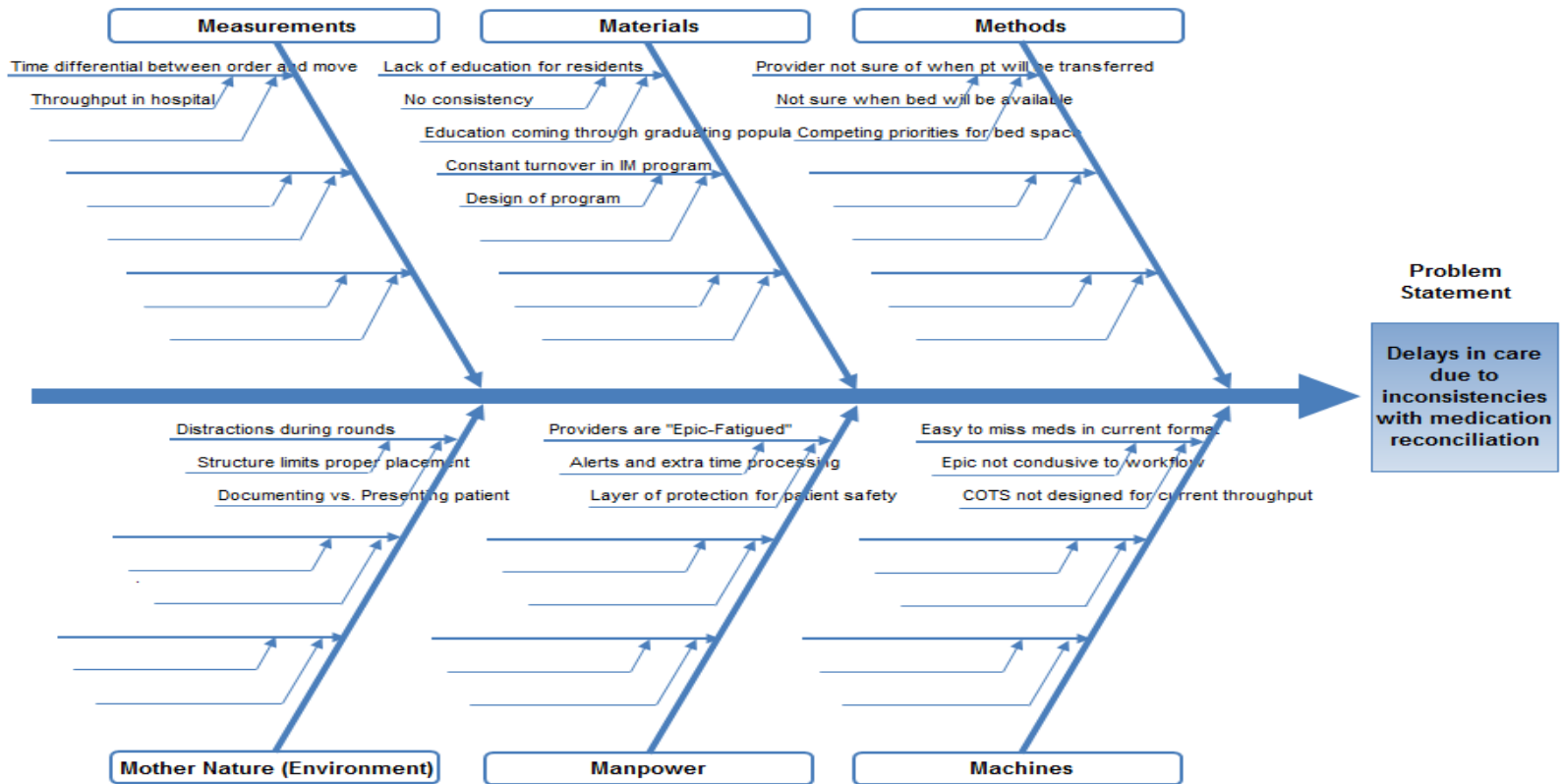




Cause & Effect Diagram



Cause & Effect "Fishbone" Diagram





Improvement Implementation

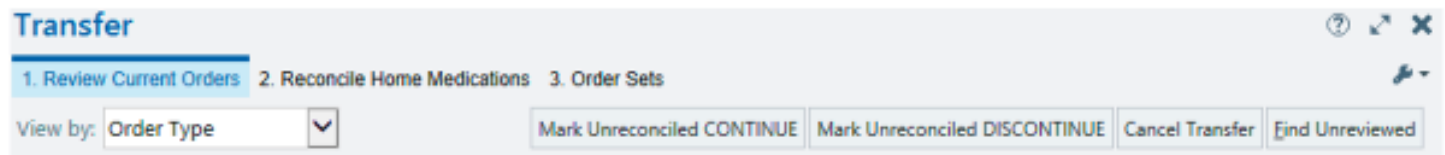
- Education to residents beginning mid-January 2021

How to Transfer Navigate?

To reconcile medications and orders for a patient transferring from the MICU to the general medicine floor, open the "Transfer Tab" and then click "Transfer Orders"

Once in this window, reconcile medications, orders, and labs as necessary for the patient under the "Review Current Orders" tab.

Please do NOT click "Mark Unreconciled Continue" as this will lead to the same medication, lab, and order errors.



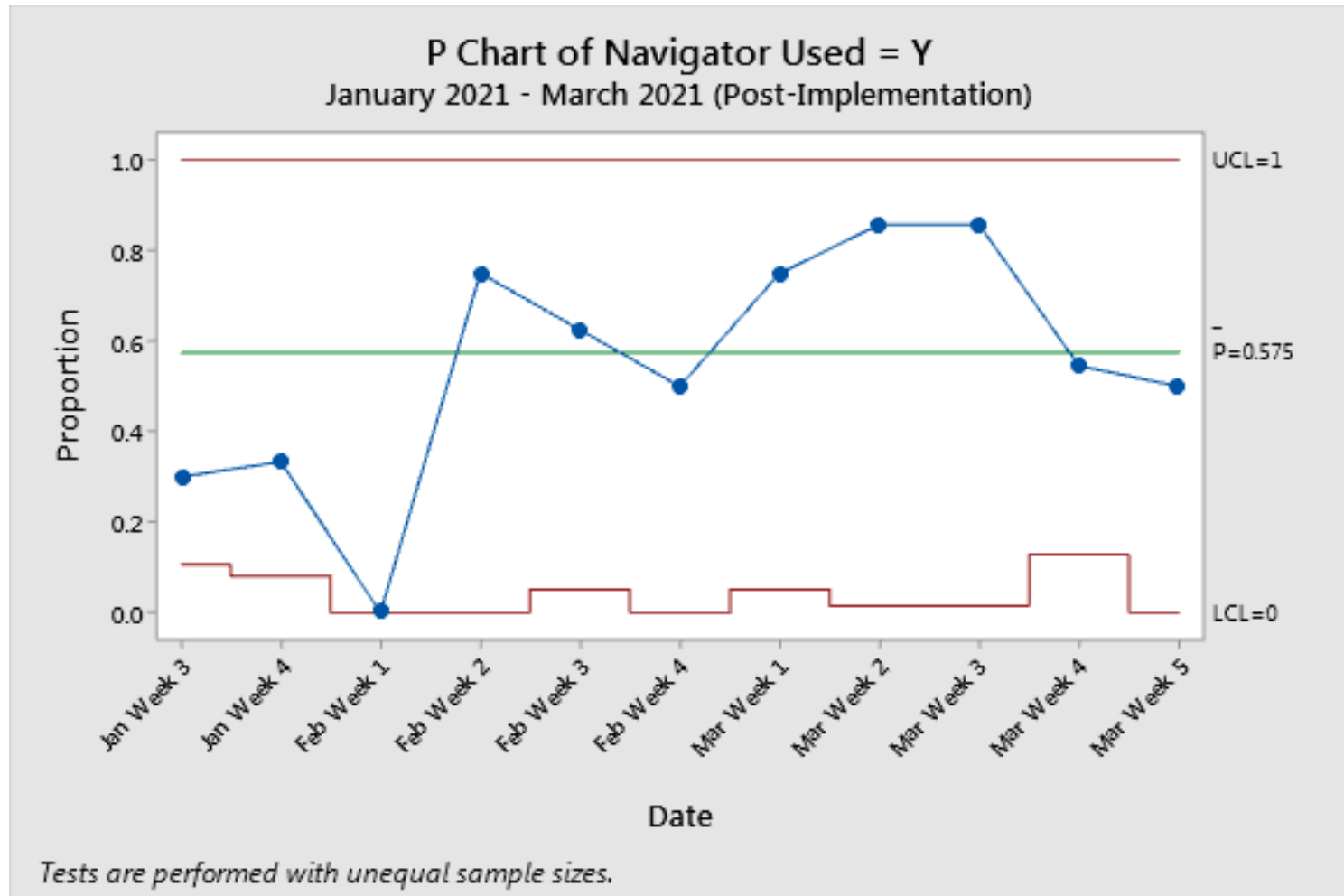


Data Collection Process

- **Time Period (Post-Implementation)**
 - January 2021 through March 2021
 - MICU went back to being totally closed on 3/9/21
- **Report Used**
 - ADT Transfer Report: MICU
- **Sample**
 - Random sample of 73 transferred patients from MICU
- **Data type**
 - Yes/No data (Yes = Transfer Navigator Used or No = Transfer Navigator Not Used)



% Compliance of Navigation Tool Post-Implementation Control Chart





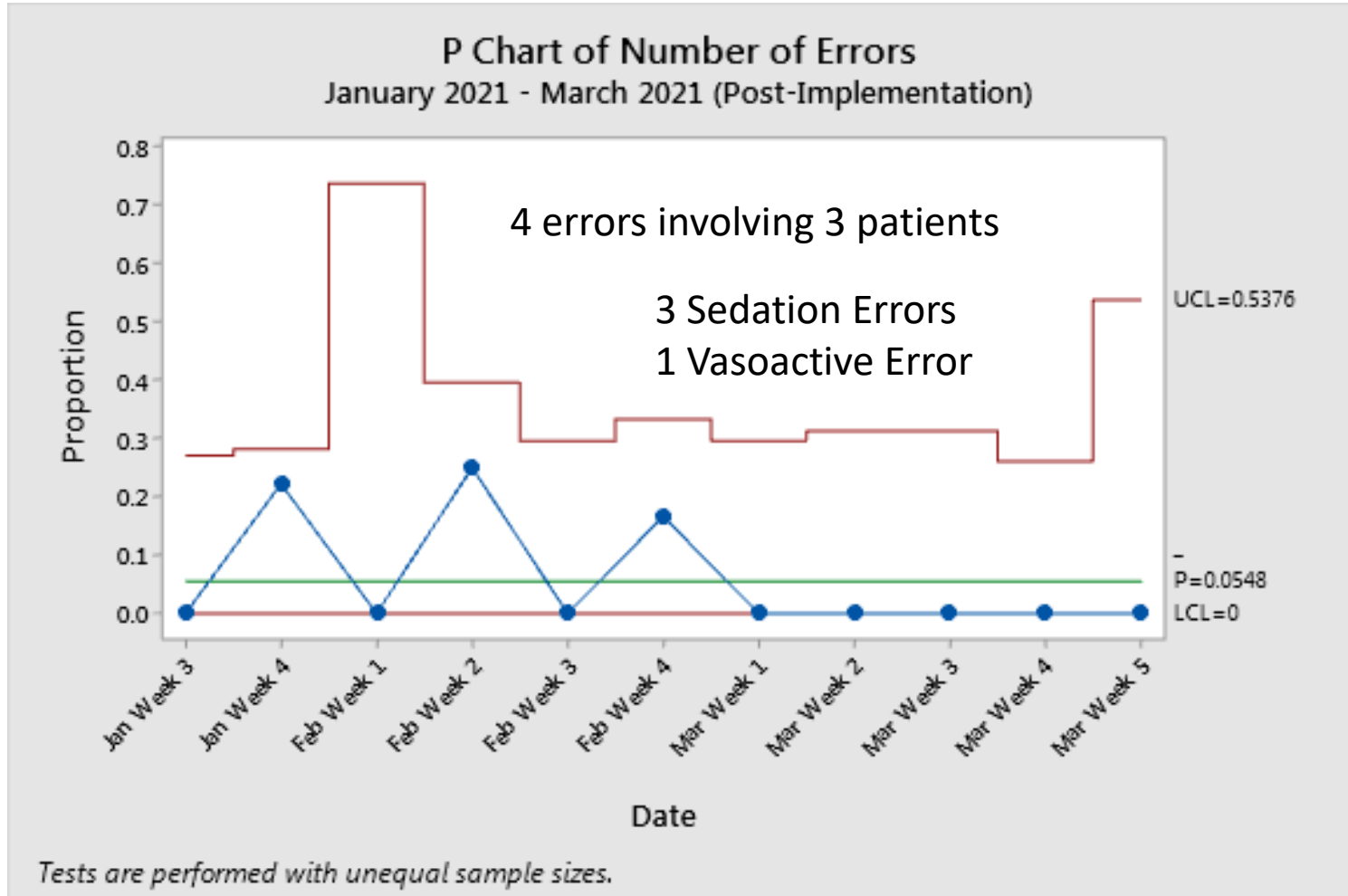
Post-Implementation Error Audits

- Audits conducted (January 2021 – March 2021 with n=73)
 - When Transfer Navigator used, error rate was 1%
 - When Transfer Navigator **NOT** used, error rate was 4%



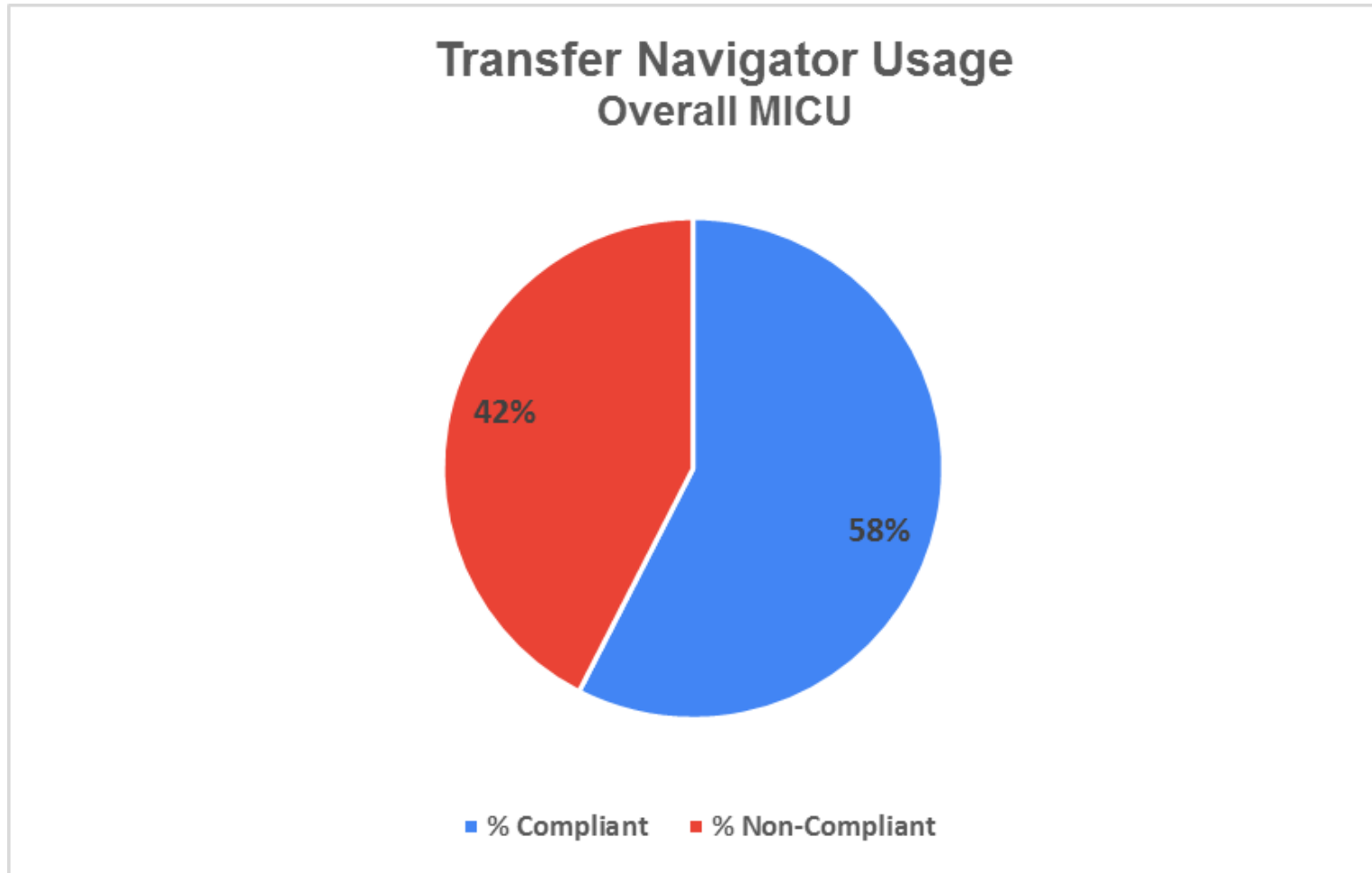
Error Rate

Post-Implementation Control Chart



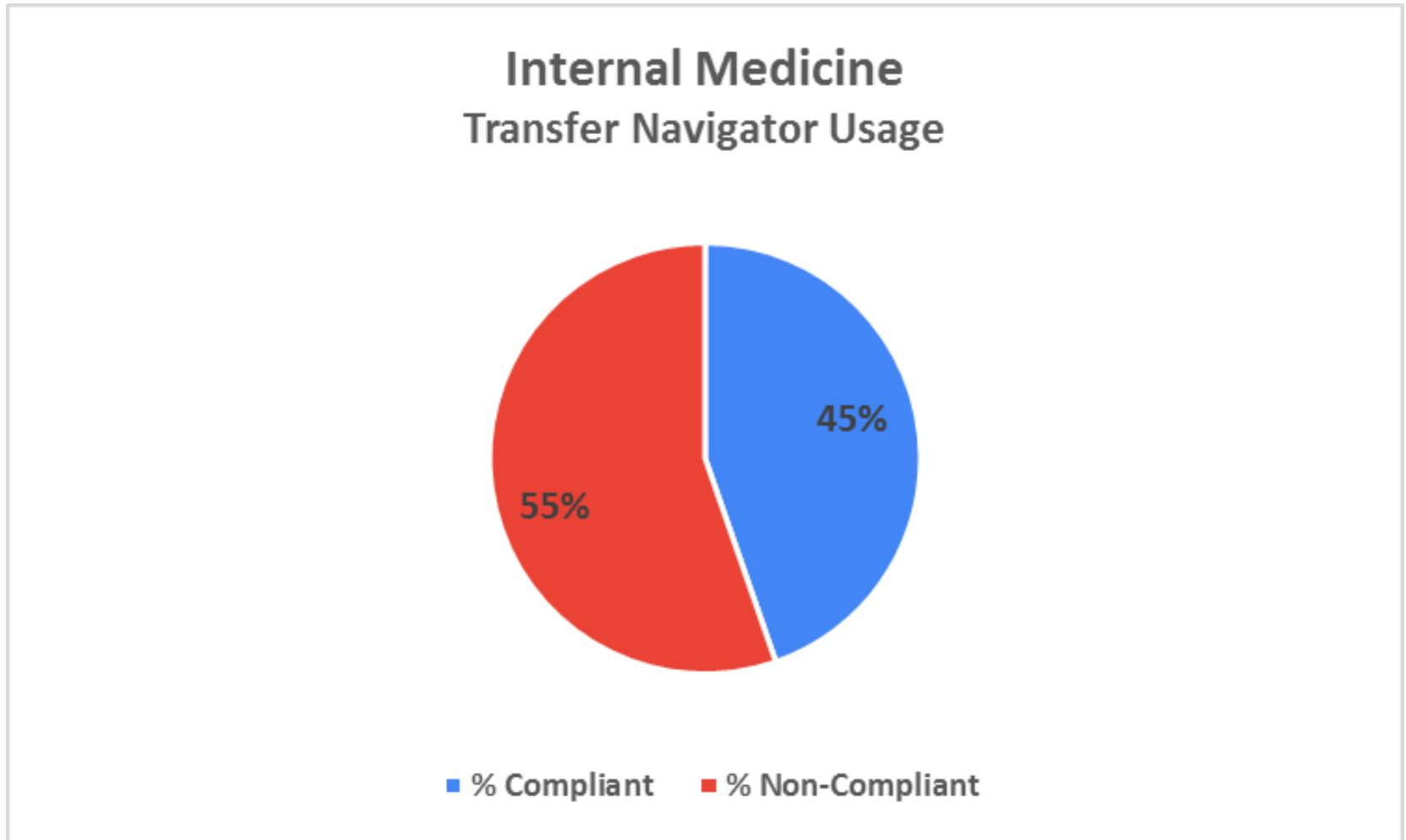


Data Analysis – Post Implementation Data





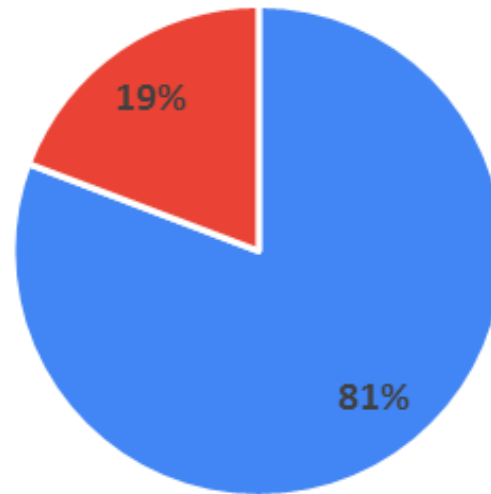
Data Analysis – Post Implementation Data





Data Analysis – Post Implementation Data

Emergency Medicine / Family Medicine Transfer Navigator Usage



■ % Compliant ■ % Non-Compliant



Results Summary

Baseline

- 29% utilization of Transfer Navigator in MICU
 - Goal is 44% utilization (50% increase)
- 5% Error Rate
 - Errors incurred when Transfer Navigator not used
- 31% IM Compliance
- 25% EM/FM Compliance

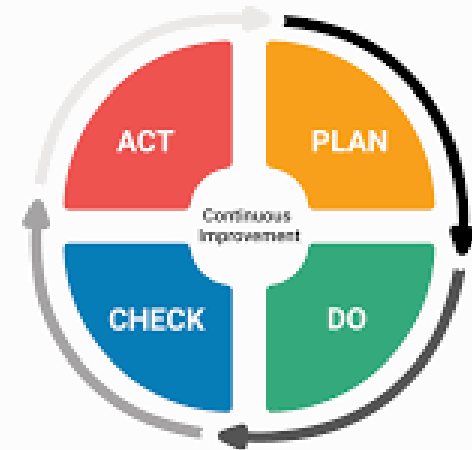
Current

- 58% utilization of Transfer Navigator in MICU
 - Surpassed AIM Goal!
- 5% Error Rate
 - 3 out of 4 errors incurred when Transfer Navigator not used
- 45% IM Compliance
- 81% EM/FM Compliance



Next Steps

- Continue education on using the Transfer Navigator
- Nursing Education on how to release reconciled medications.
- Implementing at other institutions.





Questions?