Quality Improvement Toolkit for Emergency Department Transfer Communication Measures

Additional Resources

Stratis Health, based in Bloomington, Minnesota, is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.

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Table of Contents

Additional Resources ........................................................................................................................................ 2

The electronic version of this document contains clickable links to online tools and resources, and is available for download on the Stratis Health website at:

Additional Resources

**Appropriate Interhospital Patient Transfer.** American College of Emergency Physicians. This website includes policy statements and principles regarding patient transfers.

**Care Transitions Program.** Dr. Eric Coleman. This website includes tools and resources to support care transitions, including those with Spanish and Russian translations.

**Care Transitions: Strengthening Communication, Improving Outcomes.** Oregon Patient Safety Commission. Retrieved January 1, 2014. This website discusses care transitions between various health care settings and presents tools and resources to support improvements.

**Got Transition.** Center for Health Care Transition Improvement. This toolkit focuses specifically on transitions related to young adults and children with special needs. It includes policies and procedures, action plans, and checklists.

**Critical Care in the Emergency Department: Patient Transfer.** Emergency Medical Journal, January 2007, “This article reviews current recommendations for the transfer of critically ill patients, with a particular focus on pre-transfer stabilization, hazards during transport and the personnel, equipment and communications necessary throughout the transfer process.”

**Care Transitions Toolkit.** Colorado Foundation for Medical Care. This website includes a set of tools that supports organizations in beginning a quality improvement project through a series of steps such as root cause analysis, interventions, and measurement. The tool can be adapted and applied for most quality/process improvement needs. There are both online and PDF versions of the tool.

**Emergency Transfers of the Elderly from Nursing Facilities to Critical Access Hospitals: Opportunities for Improving Patient Safety and Quality.** Flex Monitoring Team, January 2013. This Policy Brief reviews the literature on transfer of nursing facility residents to the hospital emergency department, with a focus on the transfer protocols as an indicator of patient safety.
Implementation Guide to Improve Care Transitions. Project BOOST: Better Outcomes for Older Adults Through Safe Transitions, Society of Hospital Medicine, retrieved January 19, 2014. “This guide is designed to facilitate the implementation, evaluation and maintenance of the BOOST toolkit and its adaptations. In addition to presenting BOOST interventions, the guide is filled with additional resources to manage, organize and document the efforts of your team.”

Improving Nurse to Nurse Communication During Patient Transfers. Reecha Madden, June 2012. This Powerpoint presentation describes the outcomes of the implementation of nurse to nurse communication tools.

INTERACT (Interventions to Reduce Acute Care Transfers). This website includes tools and resources targeted at reducing transfers to hospitals, including care transitions between care settings, such as long term care, home health, and acute care.

Massachusetts Strategic Plan for Care Transitions. Massachusetts State Quality Improvement Institute, February 2010. This document is a tool designed to, “support integrated, high quality, coordinated and efficient health care delivery.” It includes a care transitions overview and discussion, recommendations, goals, action plans, performance measures and targets for achievement.

National Transitions of Care Coalition Toolbox. This website includes a series of tools, resources, and links to websites to support care transitions.

New Performance Improvement Coordinator Education. Montana Rural Healthcare Performance Improvement Network. “This resource is specifically designed to provide new quality professionals with basic education about quality management and the tools used in implementing an effective, organization-wide quality program. The resources are designed for individual educational purposes as well as for the education and training of facility staff in the basic principles of quality management.”

Project BOOST: Better Outcomes for Older Adults Through Safe Transitions. Society of Hospital Medicine, retrieved January 19, 2014. This website includes the tools and resources developed to support and implement Project BOOST.

Quality Improvement. Health Resources and Services Administration, retrieved January 16, 2014. This website includes basic information and tools regarding quality improvement and establishing a quality improvement program.

Quality Improvement Basics. Stratis Health, retrieved December 29, 2013. This website includes handouts and a series of webinars that provide an overview of quality improvement, as well as specific information related to data and measurement, reporting, change management, facilitation, and other topics.

Readmissions and Safe Transitions of Care. Minnesota Hospital Association. Retrieved December 17, 2013. This website includes information on a safe transitions pilot project conducted in Minnesota along with a toolkit of resources to support safe transitions.

Secondary Transport of the Critically Ill and Injured Adult. Emergency Medicine Journal, September 29, 2003. “This review describes the core issues relevant to emergency medicine relating to the transportation of the critically ill and injured.”

STAAR Issue Brief: Reducing Barriers to Care Across the Continuum – Working Together in a Cross Continuum Team. Amy Boutwell and Marian Bihrle Johnson, Institute for Healthcare Improvement, STAAR Issue Brief Series 2010, Number 3. This issue brief discusses care transitions from the hospital to other care settings and strategies to improve them.

Transfer of Patient Care Between EMS Providers and Receiving Facilities. American College of Emergency Physicians. This website includes policy statements and principles regarding patient transfers.