



Pediatric ED Crisis Evaluation and Patient Experience

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introduction & overview

- What is The Hanley Health Leadership Development?
- Current state - What is the Problem?
- What are the strategies we developed?
- What are the lessons learned?



what is The Hanley Center for Health Leadership?



- Daniel Hanley
- Improving health and healthcare delivery through leadership and collaboration
- To inspire and grow collaborative leaders to solve today's health challenges



Who was Daniel Hanley?



- Medical Officer in WWII
- Bowdoin College and Columbia Medical Center Grad
- Chief Physician at Bowdoin College and the US Olympic Team 1964-1972
- To inspire and grow collaborative leaders to solve today's health challenges



The Leadership Challenge

- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

- Kouzes & Posner



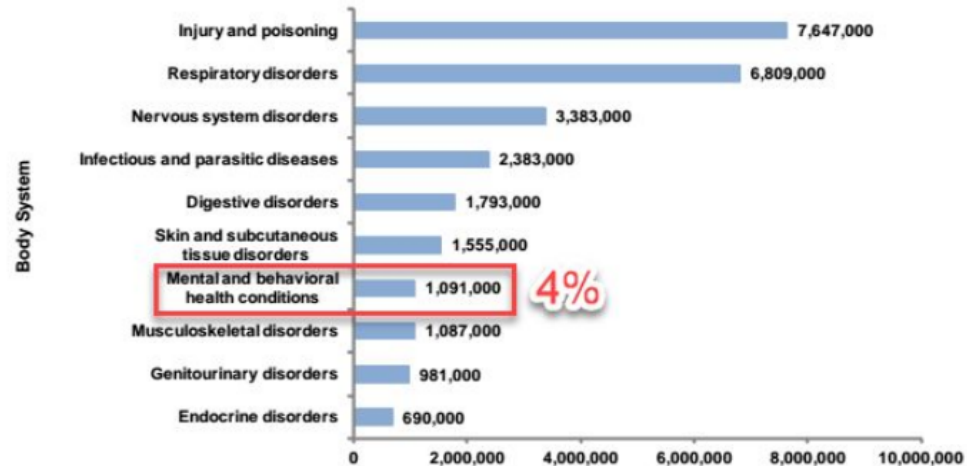
current state what is the problem?

- Lack of dedicated BH beds in Emergency Departments
- Lack of available BH treatment space or beds in the community
- Insufficient Behavioral Health training of ED staff
- Emergency Departments are not equipped for long term stay



current state what is the problem?

Figure 3. Most common reasons for all pediatric ED visits by body system, 2010



Note: Based on all-listed diagnoses. Categories are not mutually exclusive.

Source: Agency for Healthcare Research and Quality (AHRQ), Center for Delivery, Organization, and Markets, Healthcare Cost and Utilization Project (HCUP), Nationwide Emergency Department Sample (NEDS), 2010

strategies what can we improve?

- Physical Exam Room Environment
- Mindfulness and entertainment
- Treatment



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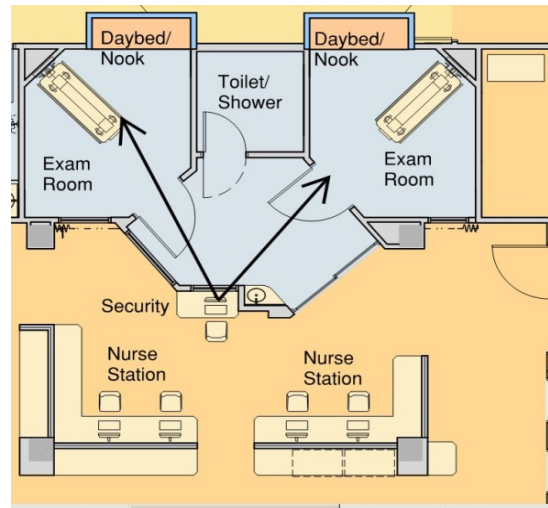
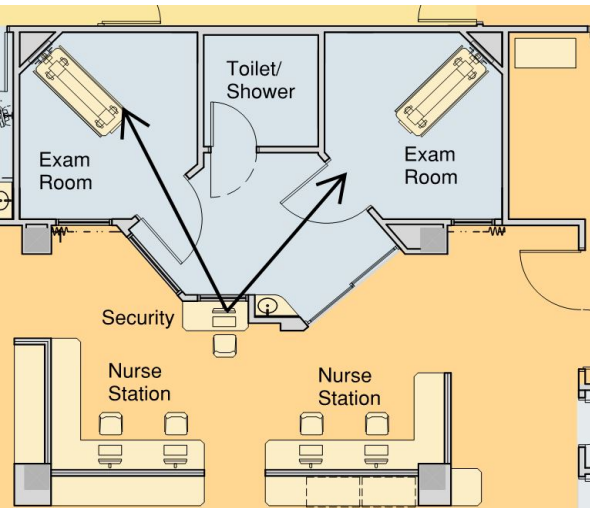
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activities mindfulness?

- Mood enhancing music
- Accommodations for family and care givers
- Activities, games puzzles
- Guestbook activity
- Video capabilities with screened content to support the patient mood and limit boredom for adolescents
- Specialty lighting to remove harsh wavelengths of light and decrease stress in the environment



treatment what can we do?

- Physical Therapist PT evaluation with an emphasis on fitness and wellness
- Occupational Therapist OT evaluation with an emphasis on self – care management
- Child Life Counselor CL evaluation with a focus on wellness
- Chaplain Services Intervention with a focus on spirituality/emotional support
- Certified Music Therapist Provide outlet for emotion
- Certified Art Therapist Provide outlet for expression
- School Tutor Provide academic materials to sustain learning

treatment what can we do?

- Patient should be remotely monitored using video surveillance with audio capacity. Monitoring location should meet patient privacy and clinical requirements.
- Installation of television for patients held over for extended periods of time. Television to be mounted behind protective glazing (Nibbelink) .
- Use of Telehealth for psychiatric evaluation and intervention for ED's without psychiatrists, with staffing shortages, or in remote areas, and during weekends or low volume periods. (OREGON RURAL HOSPITAL LISTENING TOUR: 2014) , (Abid MPH et al.)
- Improved behavioral health screening tools utilized in the ED that can be used to develop and sustain a behavioral health screening process (Pailler and Fein).



implementation recommended action?

Presentation to Mainehealth Emergency Committee to suggest a programming framework.
Work groups at each hospital to review recommendations:

- Define overall programming needs
- Develop a clinical pathway for both staff and patient based on best practice
- Assess training needs of existing staff. Seek additional training if needed
- Meet with MD to review order sets. Update order sets with additional services
- Trial program
- Gather feedback from ED based staff / patient feedback
- Identify a matrix to evaluate effectiveness
- Continue to implement performance improvement



lessons learned what work | what doesn't?

- Flexible patient care space for BH patients
- Accommodations for family and care givers
- Activities, mindfulness
- Staff training



thankyou



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