



Real-Time 72-hr Readmission Alert

Kevin Lonergan, Analytics (DIMR), Alberta Health Services

Overview

Hospital admission **within 72 hours** of emergency department (ED) discharge is a widely accepted measure of ED quality.

Patients returning for unplanned admission may reveal opportunities for improved ED, consultant, or follow-up care. Physicians, however, are rarely notified of these Readmissions and given the opportunity to reflect on practice.

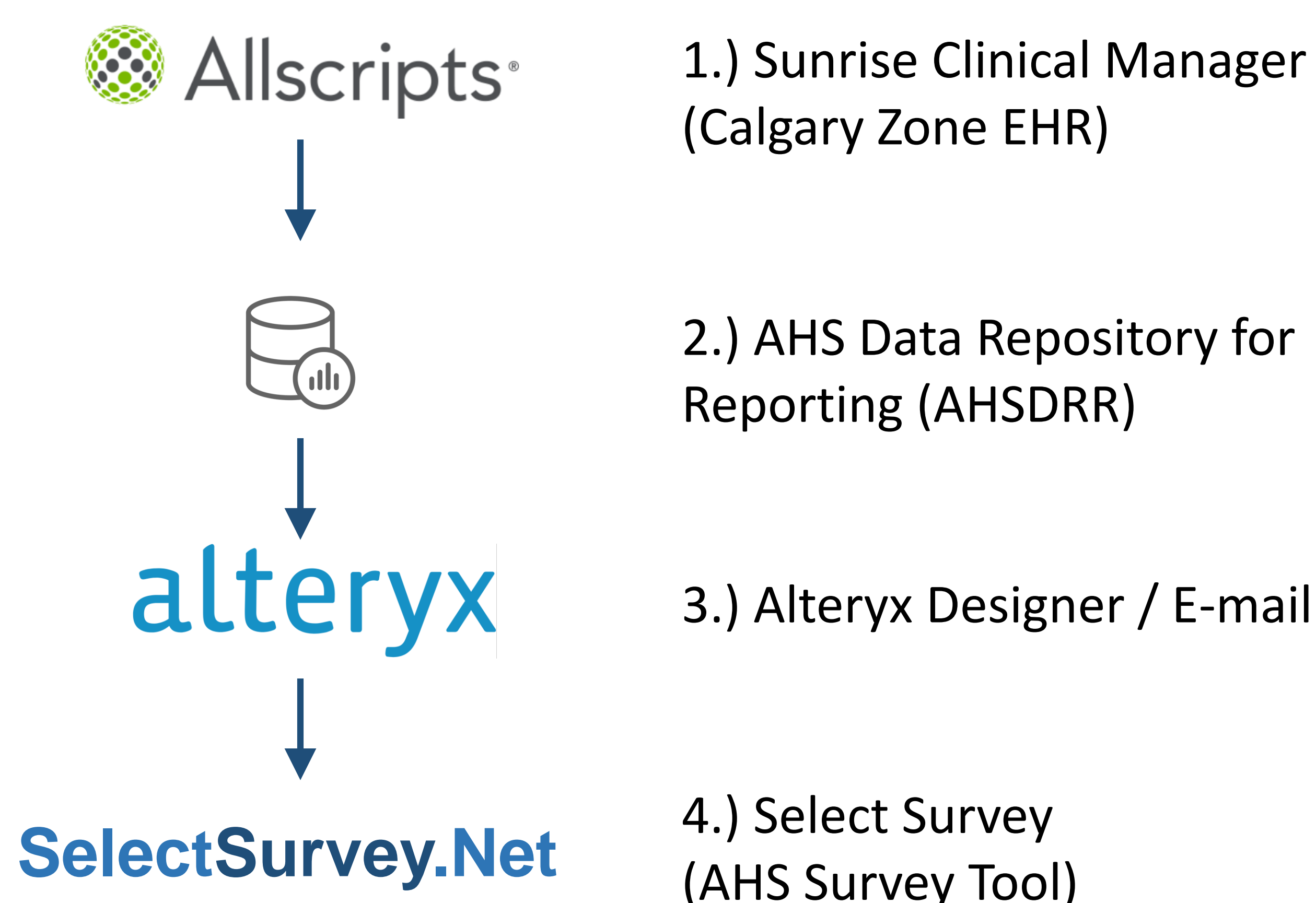
> 2500
alerts sent since
May 1, 2017

13
average # alerts
sent per day

Key Features

- ✓ Thumbs up, thumbs down **rating system**
- ✓ Option for comments/feedback on every alert
- ✓ **Identifiable** Health Information
- ✓ Accessible **outside the AHS Network** (via webmail)
- ✓ Notification (without PHI) to **personal e-mail**
- ✓ No new software / hardware

Process and Data Flow



Sample Alert Message

Message 1: AHS E-mail / Full Alert

From: no-reply@albertahealthservices.ca
Sent: April 3, 2017 10:01 AM
To: Eddy Lang (ElangSample@albertahealthservices.ca)



Emergency Department 72 Hour Readmission Alert

DISCHARGED VISIT DETAILS

Patient Name: Sample, Patient 1 (999888777)
Age/Gender: 65 yr old Male
Facility: Foothills Medical Centre
ED Physician(s): Lang, Eddy; Dowling, Shawn
Presenting Complaint: Chest Pain (Cardiac Features)
Discharge Time: Friday, April 14, 2017 12:31 PM
Discharge Dx: POST OP PAIN R/O ACS / RAPID AFIB
Discharge Inst: RTER if increased SOB or fever

RETURN VISIT DETAILS

Facility: Foothills Medical Centre
Presenting Complaint: Chest Pain (Cardiac Features)
ED Admit Time: Sunday, April 16, 2017 10:40 AM
Admit Dx: Hospital Acquired Pneumonia
Attending Group: FMC GIM Yellow Team
Attending MD: Hospitalist, Physician 1

Feedback

Please help improve this alert by selecting one of the following:



Alert Detail

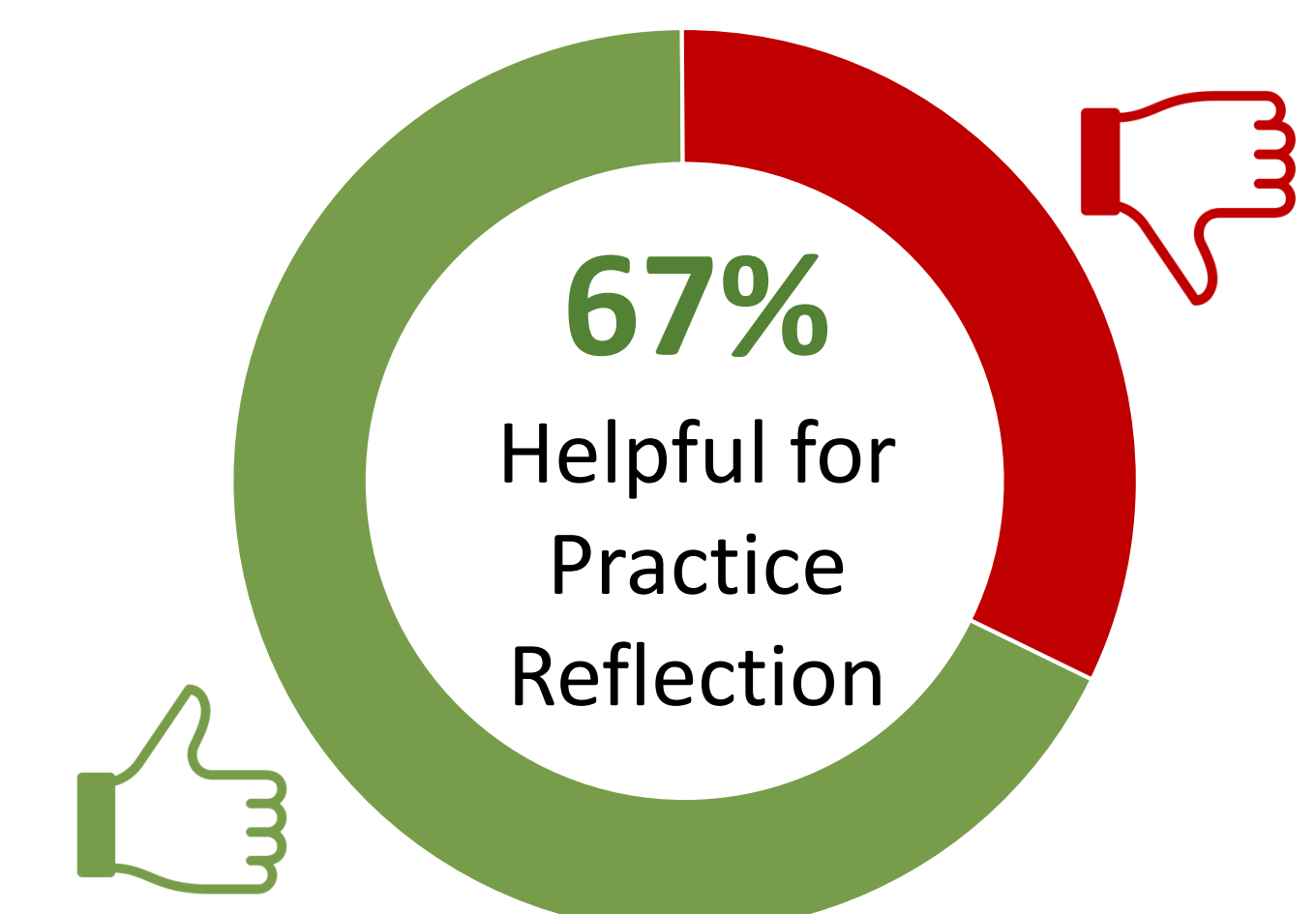
This alert is triggered when a patient returns to a Calgary Emergency Department within 72hrs of an ED discharge, and the return visit is admitted to hospital. It is sent to all Sunrise Emergency Care users that are attributed to the visit in a role of 'ED MD' or 'ED Res'. In order to exclude patients who are transferred to another facility, or arrangements made t

Message 2: Personal Accounts / NO PHI

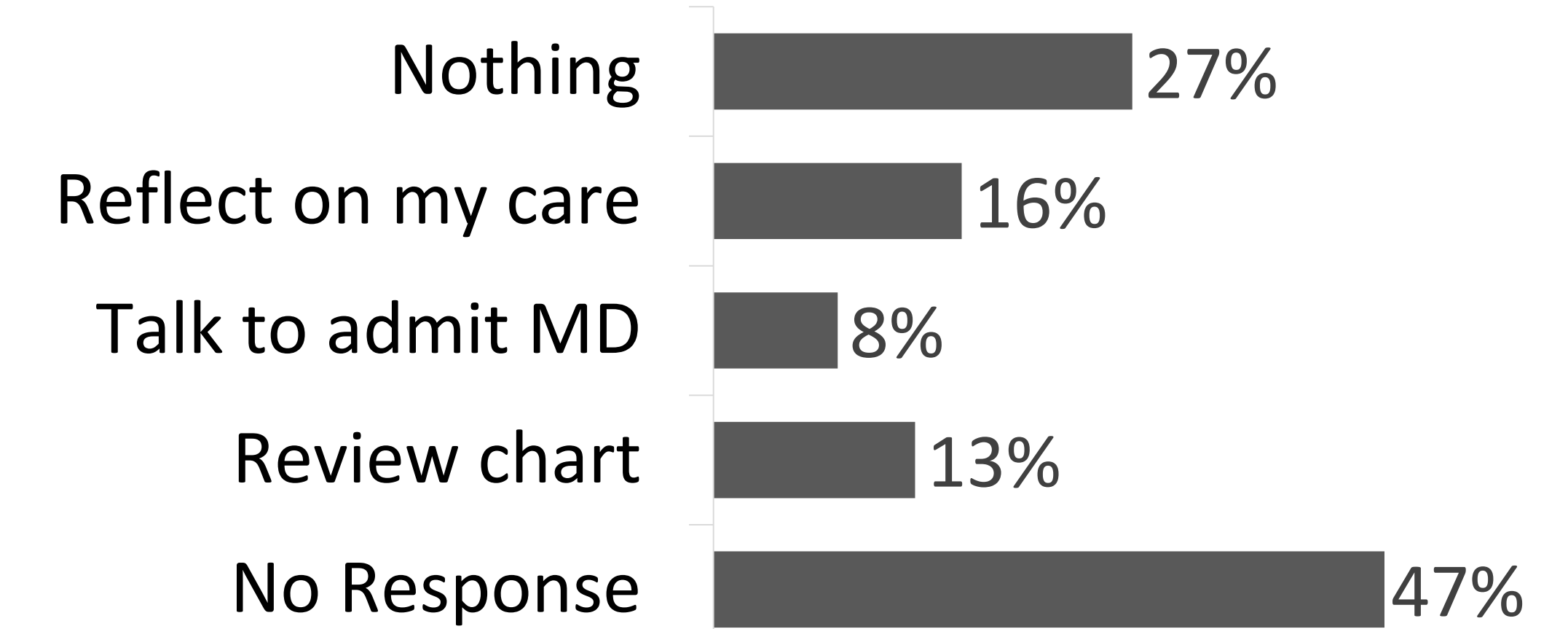
From: no-reply@albertahealthservices.ca
Sent: April 3, 2017 10:01 AM
To: Eddy Lang (ElangSample@gmail.com)
A visit you were associated with at Foothills Medical Center on April 1, 2017 has been readmitted to hospital within 72hrs. Additional visit detail, including the patient's name and readmit diagnosis, has been sent to your AHS E-mail account. AHS E-mail can be accessed from any computer or mobile device by visiting <https://email.ahs.ca>.

Recipient Feedback

Sentiment



What do you plan to do with this information?



Example Comments

"This system is great – Thanks"
"I appreciate knowing about any patients I see that return and are admitted. Long overdue."
"This is a very insightful case. Ludwig's angina missed on CT by two MD's ..."
"This should be forwarded to general surgery as they sent him home"
"Decision to discharge was made by consult service, not me"
"Computer generated info....useless"

Challenges

- ✓ **Consult specialists** often make discharge recommendations or refuse an admission request, not the ED physician.
- ✓ Patients are discharged **pending diagnostic testing** (e.g., ultrasound) and 'scheduled' or 'expected' to return.
- ✓ Patient **refuses admission** and leaves against medical advice (AMA), and then returns.

Contact

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