ESCN Core Team Meeting with Connect Care Leadership  by Andrew Fisher, Manager, ESCN

On December 18th, the ESCN Core Team met with the Connect Care leadership team to discuss the impact Connect Care will have upon Alberta’s Emergency Departments and Urgent Care Centres.

Highlights from the meeting include:

- Epic clinical information system is the chosen vendor for Alberta Health Services.
- The planned roll out of Connect Care will start with the Walter Mackenzie Centre in Edmonton in the fall of 2019. Future implementations are planned every 5-6 months until all provincial sites have been implemented.
- No NEW clinical information system initiatives outside of Epic will be considered.
- There is a need for Subject Matter Experts (SME’s) and other involvement from Operations.
- Epic will be performing site visits for both large and smaller centres to determine needs

The ESCN will continue to remain engaged in this process to ensure that we have representation to meet the needs of all the ED/UCC’s. For further information on the Connect Care Program, check out their website here.

Keep Up to Date With the ESCN!

Did you know that the ESCN is working to make its Insite page a one-stop shop for all Alberta ED/UCC clinician resources? Find us on Insite today and add your bookmark!

Are we missing something important? Let us know by emailing us at: Emergency.scn@ahs.ca.

Check out our new infographic video designed to help patients understand when a head CT is appropriate! Thanks to Denise Boudreau for producing it!

Watch for this on HUTV and YouTube.

You can find the video here.
Opioid Crisis by Heather Hair, Executive Director, ESCN

The opioid crisis in Alberta continues to be at the forefront in our emergency departments. Opioid related visits continue to be on the rise in Alberta Emergency and Urgent Care Centres.

As an urgent response to the opioid crisis the ESCN in partnership with several stakeholders across the province will be working together on the following priorities.

- Each Emergency and UCC will receive an individual monthly balance scorecard. These report cards will assist with quality improvement. The area of focus is monthly tracking of patient visits to ED/UCC, monthly distribution of take home naloxone kits distributed to patients on discharge, regular reporting of staff being trained on the teaching and dispensing of the kits.

- Discussions are underway for the initiation of Suboxone in Emergency. The success of this program will be in partnership with the allocated resources in the community.

- Acute and Chronic Pain pathway development.

- Standardization of educational tools and resources available for staff.

The ESCN would like to thank many staff both internal and external to AHS for their countless hours that have been required to address this crisis.

Thank You Dr. Hall!

The ESCN leadership group and the many ESCN stakeholders in Alberta would like to express our sincere appreciation to Dr. Chris Hall for his work as Knowledge Lead for Emergency in CKCM.

Under his leadership, many important knowledge topics related to the delivery of emergency care have been developed and refined. They will continue have a positive impact in improving emergency care for Albertans. We have appreciated the opportunity to collaborate with you and wish you all the best in your new role in Clinical Informatics.

Welcome Dr. Patocka!

We also would like to welcome Dr. Catherine Patocka as the new Knowledge Lead for Emergency in CKCM! Dr. Patocka assumed her new role as of January 1st.

Links to Upcoming Conferences:

Pediatric Emergencies Alberta Children’s Hospital (PEACH)
March 9-10 in Calgary

National Emergency Nurses Association (NENA)
April 20-22 in Kelowna

Western Emergency Department Operations Conference (WEDOC)
April 19-20 in Victoria

Canadian Association of Emergency Physicians (CAEP)
May 26-30 in Calgary
Emergency SCN™
January 2018

Emergency Nursing Provincial Education Program (ENPEP)
Monique Fernquist, RN, BScN, Med, ENC(C), Provincial Educator/Coordinator, ESCN

2372 new hires from urban, regional and rural ED/UCCs have successfully completed the orientation program. In addition, 98 new hires have completed Pediatric ENPEP at the Stollery and Alberta Children's Hospital. There are over 3300 staff with an active seat in the program.

Continuing Education
Special acknowledgement goes out to the following staff for the commitment to their own professional development, demonstrated by completing over 40 ENPEP on-line lessons.

Brian Wohlers, EMT-P, High Prairie
Laura Papirny, RN, Elk Point Healthcare Centre
Rhonda Reid, RN, Olds Hospital and Care Centre
Bernice Fode, RN, Medicine Hat Regional Hospital

Congratulations

Coming soon! Provincial educational initiatives on the agenda:
- Restraints as a Resort – Training resources for the ED/UCC
- Searching the At-Risk Patient – Training module for ED/UCC

Restraint as a Last Resort
by Monique Fernquist, RN, BScN, Med, ENC(C), Provincial Educator/Coordinator, ESCN

AHS has approved a new policy and procedures that will come into effect Feb 1, 2018. One of those procedures is specific to Emergency/Urgent Care. They are available for viewing on Restraint as a Last Resort Policy Page.

The Restraint as a Last Resort policy and procedures enhance patient and staff safety by developing consistent decision-making processes across the province regarding the use of restraints.

The following resources are available to assist with implementation:

- **Emergency/Urgent Care Patient Restraint Monitoring Record**, form #101593 (Rev2017-12) is available for order and on the ESCN Insite page.
- **Video conference**: The final video conference on the Restraint as a Last Resort Policy is scheduled for January 30th. To register your site for this, search for Restraint as a Last Resort here.
- **PowerPoint presentation** for Clinical Nurse Educators.

In development:

- Restraint learning module for ED/UCC will be uploaded to MyLearningLink and CLiC for staff to access.
- FAQ (adapted for ED/UCC),
- Backgrounder (summary document).

* These resources will be posted on the ESCN Insite page under Emergency Department Resources and on the Restraint as a Last Resort Toolkit resource page as soon as they become available.

Searching Patients at Risk of Harming Themselves or Others
by Andrew Fisher, Manager, ESCN

- AHS has approved a the Searching Patients at Risk of Harming Themselves or Others policy which recognizes the Emergency Department and Urgent Care Centre’s need to protect patients, staff and physicians from potential harm.
- This policy provides clear guidance on searching patients in ED/UCC’s.
- It provides a standard approach to legally and ethically conduct a search of a patient while also protecting their rights and dignity.
- The procedure provides the framework for all sites to follow in order to safely care for these patients.

Education that includes an online learning module is being prepared for all sites to be ready for implementation by June 8, 2018. For more information, visit the ESCN Policy Insite page.
Iron Summit in Calgary Zone

by Dr. Eddy Lang, Professor and Department Head for Emergency Medicine Cumming School of Medicine, University of Calgary; Alberta Health Services, and Daniel Grigat, Sr. Project Manager, PRIHS, ESCN

The ESCN leads a research project that aims to improve decision-making around anemia management and transfusion decisions in emergency department patients with non-variceal upper GI bleeding.

Problem:

Hemodynamically stable patients with symptomatic anemia were receiving red blood cell transfusions when treatment with parenteral iron therapy might be preferred. This situation applies to all patients with significant iron deficiency anemia (IDA), independent of cause and location within AHS facilities in the Calgary Zone.

While seeking answers, we discovered barriers for providers seeking to access parenteral iron therapy for outpatients through day programs. Adding to the complexity were concerns over appropriateness of indications and resource consumption. These system-wide concerns also raised issues over capacity and costs in medical day settings.

Solution Finding:

Our Partnership for Research and Innovation in the Health System (PRIHS) stakeholders proposed an Iron Summit to clarify gaps and opportunities and to find potential solutions to the management of iron deficiency anemia in the Calgary Zone.

The Iron Summit 2017 was a half-day meeting involving forty-five representatives of nine medical specialties.

Results:

Action plans are being developed across departments to optimize the use of parenteral iron in all Calgary Zone AHS facilities, to implement Choosing Wisely recommendations for the appropriate use of red blood cell transfusions, and to advance a zone-wide collaborative clinical pathway for the treatment of IDA.
STEMI Myocardial Infarction Reperfusion Orders and Rural Transfer Guidelines

The Cardiovascular Health and Stroke (CvH&S) SCN™ in partnership with the Clinical Knowledge Topics Team working on the NSTEMI/STEMI CKT for Emergency Departments have agreed upon a standardized provincial STEMI Reperfusion Order Set and Rural Transfer Guideline recommended for use in all emergency departments. This order set will be brought to the ESCN’s February Core Team meeting for final ED/UCC approval.

An education session for this subject was held via Telehealth on January 12th. That session was recorded and will be available for viewing on the CvH&S webpage.

The ESCN would like to thank the many people who have worked to bring this provincial initiative together.

Visit www.ahs.ca/escn to learn more about the Emergency Strategic Clinical Network™