

Quality
Improvement
Initiative

Reduce Unnecessary Emergency Department (ED) Visits

at Providence Manor

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Goals
Outcome
measures
Target

Goals

- Reduce the total number of residents who were transferred to the ED in 2015 by at least 5 transfers.
- Reduce the number of ED visits for a modified list of ambulatory care sensitive conditions (ACSC) per 100 long-term care residents, listed as 15.29 % in 2014, to 14% in 2015. (Source- Indicator Technical Specifications, Quality Improvement Plan 2015/16 MOHLTC, released November 2014).

Accomplishments in 2015!

- Providence Manor now provides Percutaneous Intravenous Central Catheter (PICC) antibiotic therapy in the Home to eligible residents.
- Educational activities focusing on ED transfer avoidance were presented to residents, families and staff.
- Quarterly submission of the Providence Manor Nurse Practitioners Lead Outreach Team Report discussed and highlighted ED avoidance strategies.

<i>Target</i>	<i>Actual Results</i>
121 or fewer ED transfers in 2015	90 ED transfers
14% ED visits for an ACSC per 100 LTC residents	13%



Plans for 2016/17

- Continue to evaluate the reasons for ED transfers.
- To increase the number of residents who can remain at “Home” and receive quality care and treatment.

Plans for
2016/17