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Abstract

Methods to Decrease Emergency Department Transfers in Assisted Living: A Quality Improvement Project

Communication protocols were introduced in the Assisted Living (AL) setting to standardize clinical discussions among nursing staff and clinical providers. In addition to introducing communication protocols, the licensed practical nurses (LPNs) were trained in geriatric syndromes. This study was unique in its specific focus on AL LPNs. Two communication tools were implemented: “SBAR” and “STOP and WATCH”. The utilization of these two communication tools facilitates efficient and timely notification of events to the provider. Further implementation of “SBAR” and “STOP and WATCH” have both been associated with decreased inappropriate transfers of AL residents to emergency departments (ED). Pre and post testing demonstrated improved LPN knowledge of geriatric syndromes. Satisfaction surveys indicated a positive LPN acceptance of standardized communication tools in the AL setting. Through daily auditing of charts, we assessed adherence with the use of the SBAR tool and found X% adherence.