



Emergency & Primary Care Collaboration

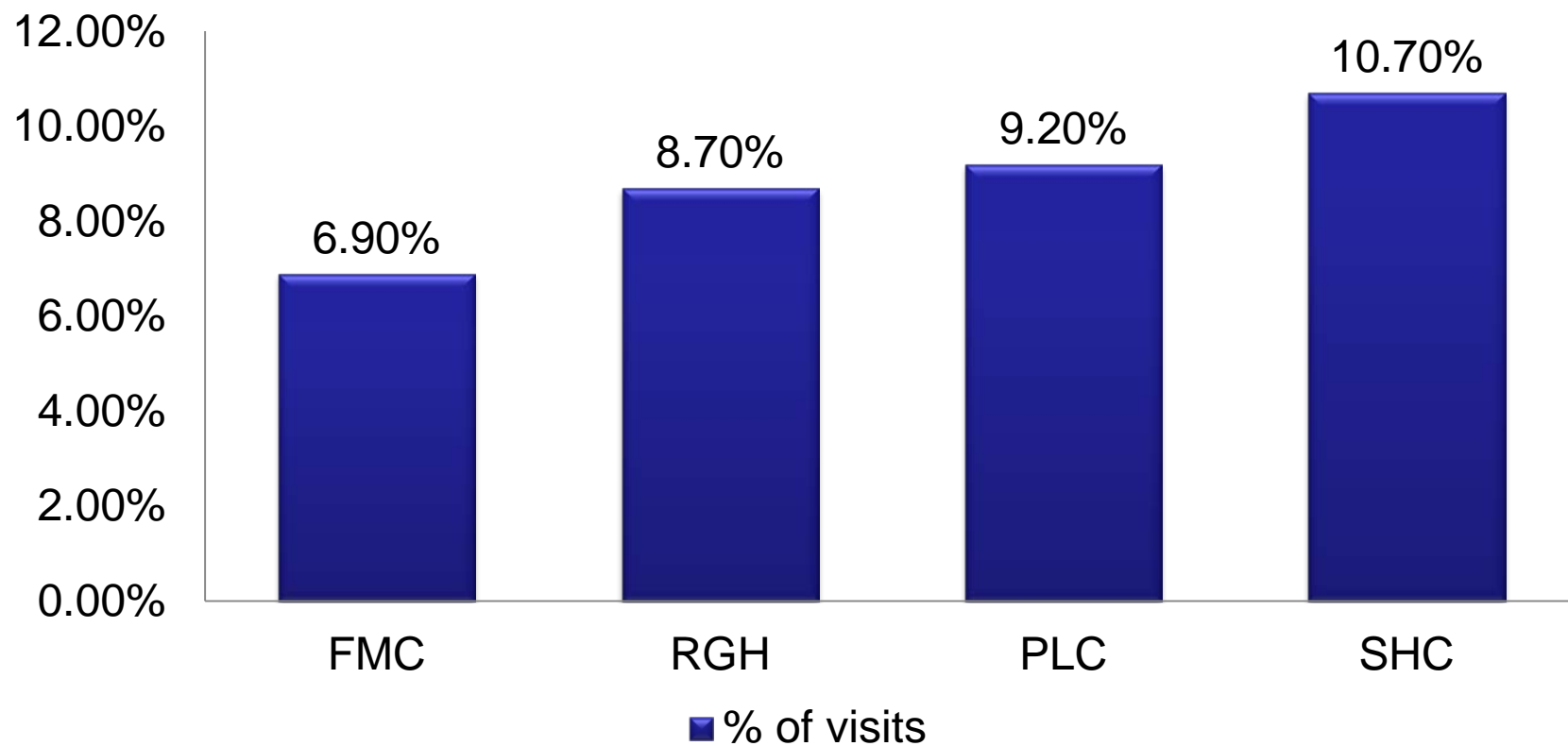
Right Patient, Right Provider, Right
Place, Right Time

Objective

- Increase in non-urgent ED use
- No evidence in literature to suggest best practice
- Collaborative relationship between FMC ED & CFPCN
- RN referral process initiated
- Mixed-methods evaluation
- Patient and provider satisfaction, system impact, patient safety



Target Population



“Never waste a crisis” (Mark Rutte)



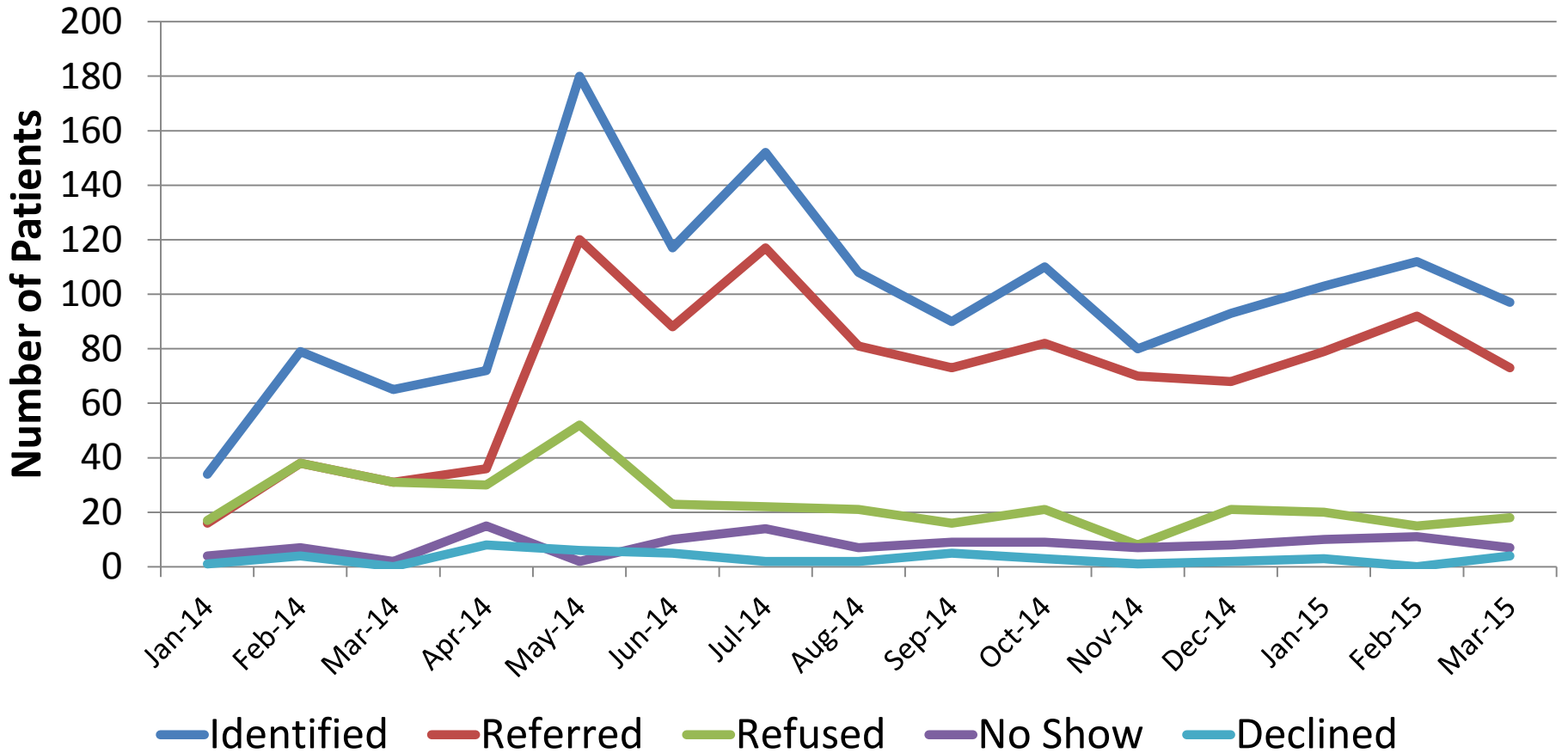
Methods

- Triage RN initiated referral
- Independent assessment by second RN
- Linked referral location
- Narrow criteria
- Patient given choice of referral or stay in ED
- Patient follow up at clinic end

Results

- Safe, appropriate, patient-centered from provider survey (ED and PCN staff and physicians)
- Timely and appropriate from patient survey
- In one year 1116 patients were identified (1.4% of ED visits)
 - 779 accepted referral (70%)
 - 86% seen at clinic
 - 9% no shows
 - 5% declined

FMC & CFPCN Numbers



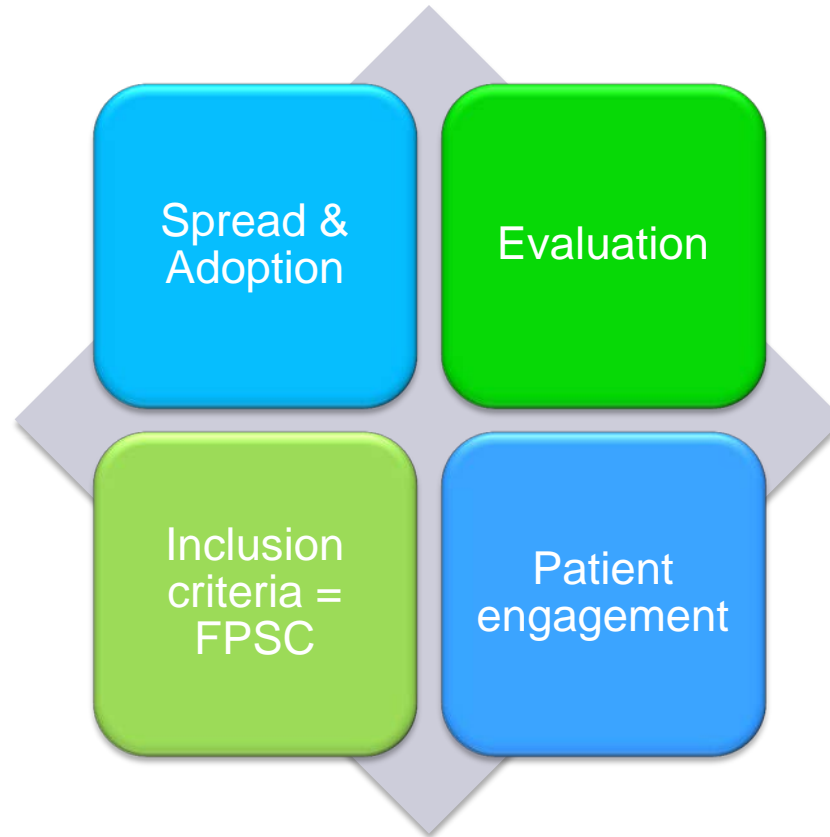


Is the protocol safe for patients?

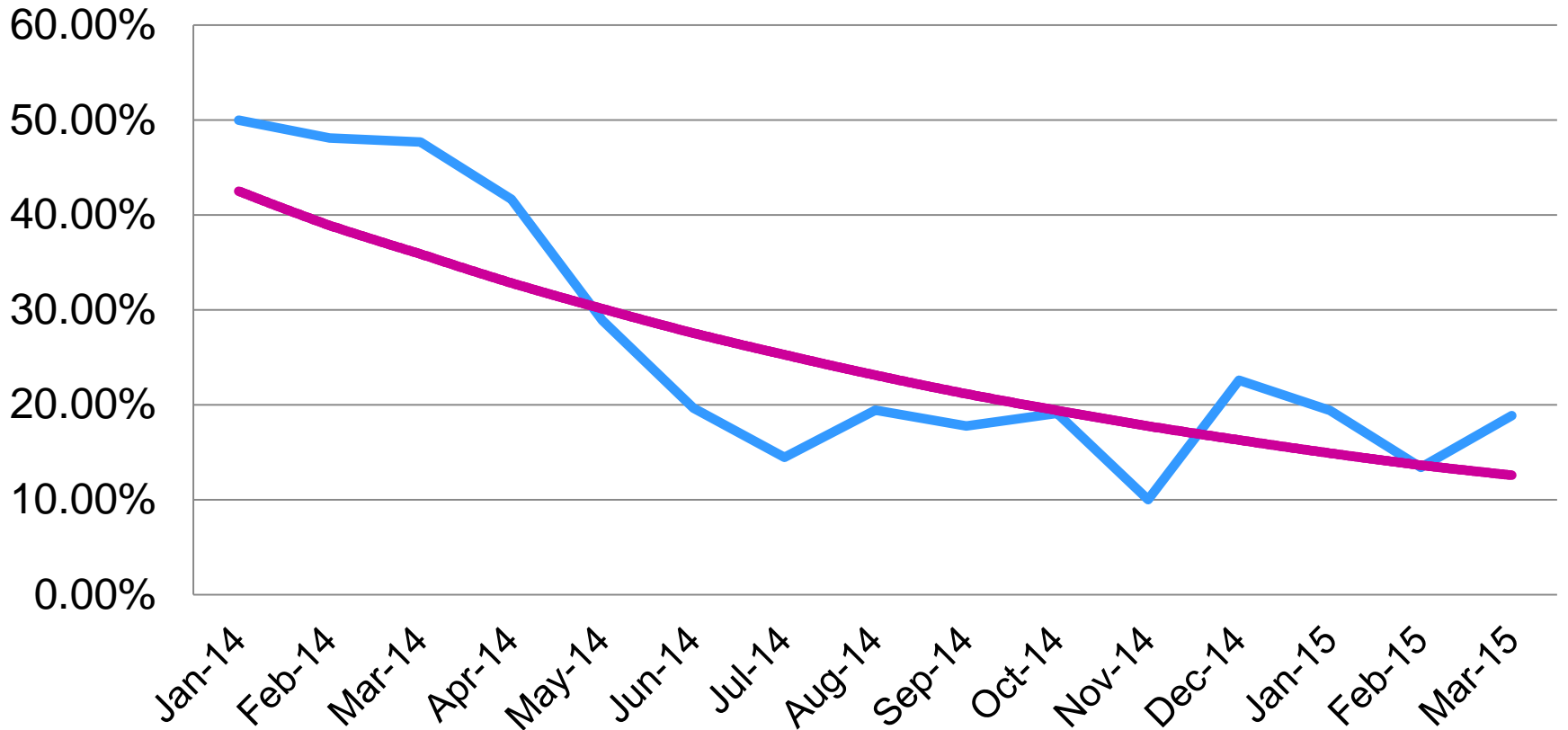
- December 23, 2014 to March 7th, 2015
- 440 referral days
- 1094 patients referred
- 5 returned patients (0.46%)
- All 5 patients had an ED disposition within 24hrs from the first triage time.
- No adverse events



Conclusion



Refusal Rates



References

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