



# QulCR in Camrose!

# Faculty/Presenter Disclosure

## Faculty:

Dana Norton – Mgr of Rehab and Heart & Stroke Clinic  
Kim Roberts – Patient Care Manager  
Janice Thronson – Clinical Lead, Heart & Stroke  
Michelle Bowman – ER/ACC/ Floats Unit Manager  
Marcy Humphrey – DI Manager  
Dr. Chris Nichol - Physician

## Relationships with commercial interests:

- **Grants/Research Support:** none
- **Speakers Bureau/Honoraria:** none
- **Consulting Fees:** none
- **Other:** none

# Camrose

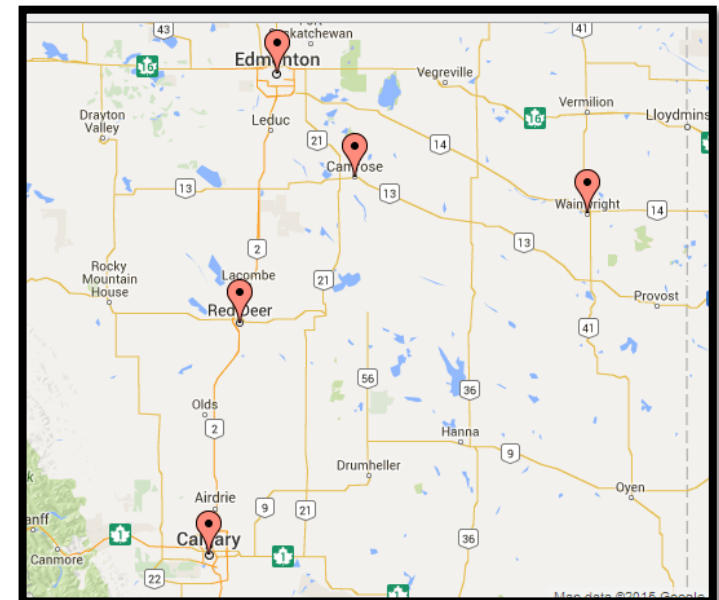
## Population:

- City: 18 000
- County: 8000
- economic catchment of 140 000
- University of Alberta – Augustana campus (1000 students)
- 7th largest centre in Alberta

## Located about :

1 hour south east of Edmonton

1 ¼ hr north east of Red Deer





# Camrose



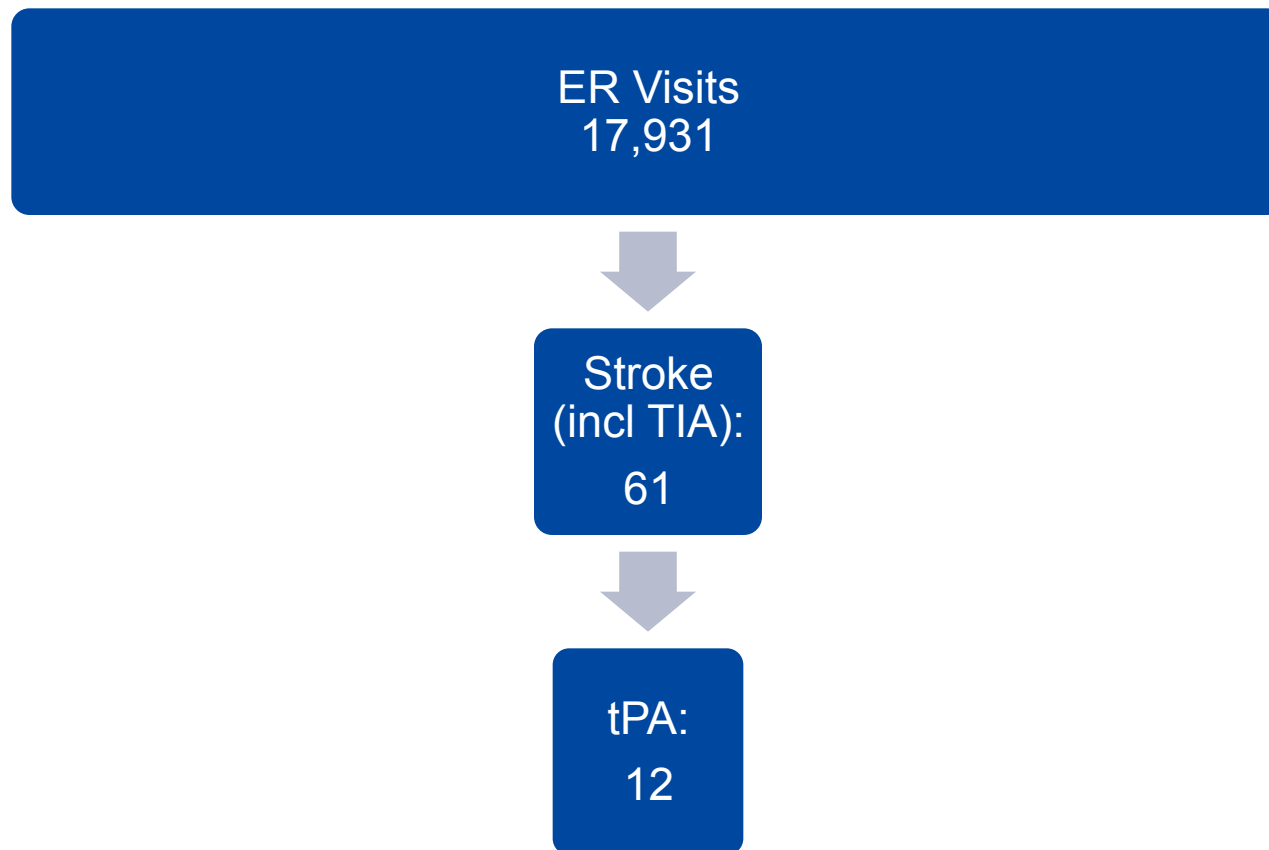
# St Mary's Hospital - Camrose

- Hospital:

- 76 inpatient beds
- 400 staff
- 24 hour Emergency Care
- DI Dept: 24 hr coverage with on-call services
- on-site Heart and Stroke team



# SMH – DTN Data – 2014-15



# SMH – DTN Data

16 tPA clients – April 2014-Aug 2015 (16 mo)

	Arrival to CT time (min)	Arrival to Neuro consult time (min)	DTN (min)
BEST!	0	6	28
	CT to consult: 6		consult to tPA: 22
WORST!	1	36	224
	CT to consult: 35		consult to tPA: 188

# SMH – DTN Data

16 tPA clients – April 2014-Aug 2015

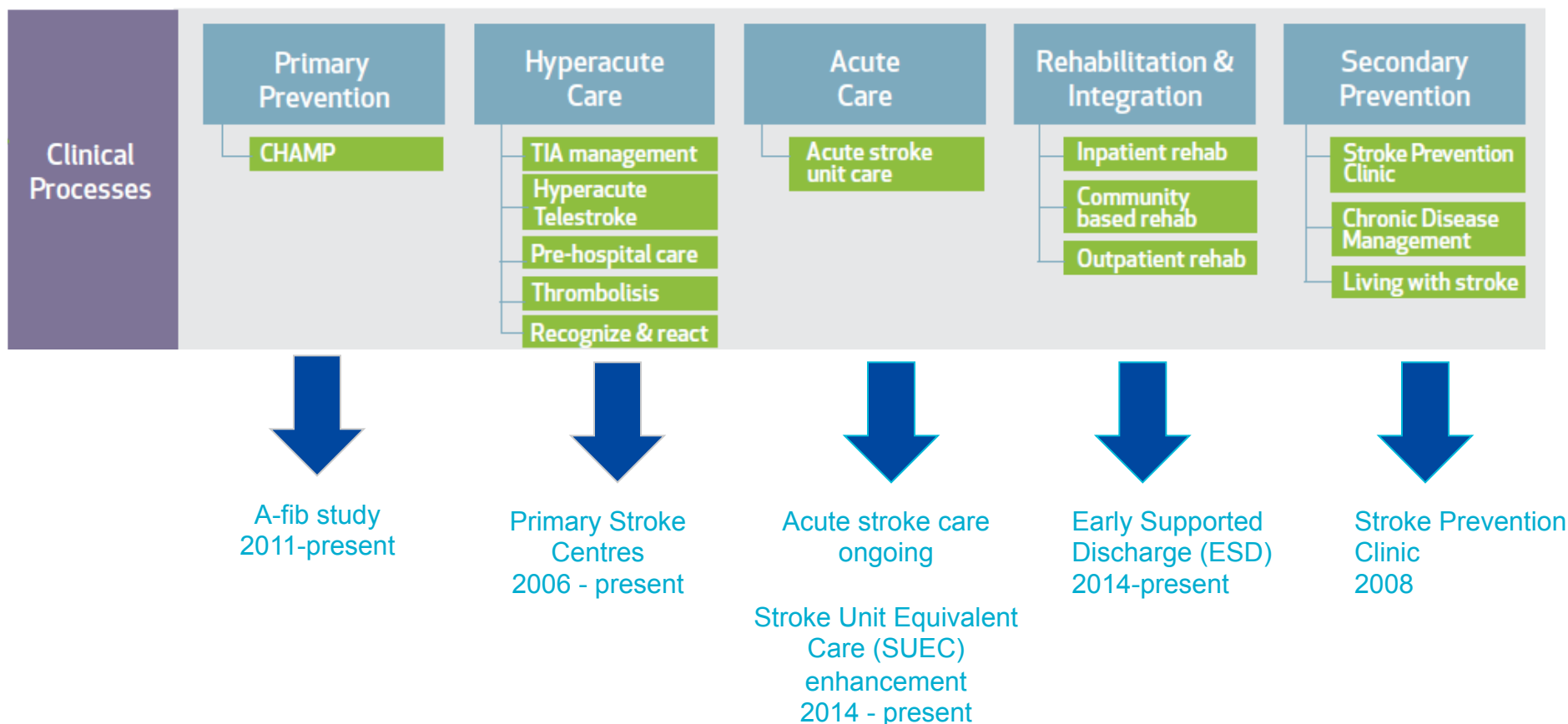
	Arrival to CT time (min)	Arrival to Neuro consult time (min)	DTN (min)
Avg times (min)	19.88	46.07	96.38
	CT to consult: 26.36		consult to tPA: 45.43
Median times (min)	6	32	82
	CT to consult: 27		Consult to tPA: 21



# SMH – What makes us UNIQUE

- No on-site neurologist
- Heart and Stroke team
  - stroke navigation,
  - Assists in ER, best practice data tracking
  - stroke prevention clinic
  - Primary prevention initiative (a-fib)
  - Visiting neurologists
- ER staff training
  - E.g. all ER nurses trained for NIHSS

# SMH – What makes us UNIQUE



# SMH – What makes us GREAT!

- Committed and engaged staff
  - EMS, ER staff, physicians, DI staff, Navigators
  - Supportive and trusting relationship with neurology staff in Edmonton
  - All Emergency nursing staff trained for NIHSS (improved knowledge for consulting neurologist)

# SMH – What makes us GREAT!

- Small centre & Community Minded
  - Small team = great communication
  - Small site = short distances
    - 70 steps from Trauma room to CT scanner

# SMH – What makes us GREAT!

- Willing to self-reflect and look critically at service delivery
  - Lean initiative in 2012
  - Chart audits and reviews
  - Ongoing review and dissemination of Canadian Best Practice guidelines
  - Ongoing education



# SMH – What is holding us back

- Staff levels

- ER current levels: 1 DR, 2 RN's
- DI on-call over night

- Physician factors

- Personal preferences
- Reaching neurology via tele-stroke

# SMH – What is holding us back

- EMS to hospital
  - Pre-registration to reduce revisions to pt file later
  - Geography
  - Bypass protocols
- ER factors
  - other ER events eg trauma, CVA
  - if ambulatory entry eg time to wait for triage (not factor for our site)

# SMH – in a Perfect World....

- On site neurology (!!)
- EMS pre-admissions (we can do this now and have done some)
- Increased staffing
  - ER: 3 RN's 24/shift
  - DI: 24hr on-site staffing
- Physician Engagement
- Updated DI technology

REAL

# SMH – in a ~~Perfect~~ World....

- ~~On site neurology (!!)~~
  - ~~EMS pre-admissions~~
  - ~~Increased staffing~~
    - ~~ER: 3 RN's 24hr/shift~~
    - ~~DI: 24hr on-site staffing~~
  - ~~Physician Engagement~~
  - ~~Updated DI technology~~
- Faster access to neurologist
  - Increased staffing
    - ER: 3 RN's 24hr/shift
    - DI: 24hr on-site staffing
  - Physician Engagement
  - DI update – AHS capital equipment plan



**Thank you from Camrose!**