Improving Transitions to Hospice from the ED

June 2021
Develop effective pathways to hospice for all DUH ED patients to enable consistent and increased access to hospice care at end of life.

1. Develop process/resources for *early identification* in the DUH ED of patients who might benefit from hospice

2. Define ‘Consult to ED Hospice’ *order workflow*

3. Develop process/resources to guide *transition from ED to hospice* (home, hock, GIP)
Accomplishments: Early Identification

Develop process/resources for *early identification* in the DUH ED of patients that could benefit from hospice

- Created Hospice Patient FYI flag – *Sept 2020*
  - Duke Hospice added Hospice FYI flag for all current hospice patients and adds each new hospice patient upon a new admission to hospice – Oncology Case Managers also adding the FYI flag for patients discharged to hospice as of *February, 2021*
Develop process/resources for **early identification** in the DUH ED of patients that could benefit from hospice

- Created BPA that triggers in DUH ED for any patient with Hospice FYI flag - **Sept 2020**
  - Prompt for ED Provider to consider initiating the **Consult to ED Hospice** order
Develop process/resources for **early identification** in the DUH ED of patients that could benefit from hospice (Available to DRH and DRAH as well)

- Created ED Case Manager Visual Management Tool – **Nov 2020**

- Based on:
  - Pat > 85 = 1pt
  - Pat ever DNAR = 1pt
  - Pat dementia + admitted from SNF = 1pt
  - Metastatic cancer dx = 1pt
  - Current hospice patient = 5pt
  - Current visit hospice related = 5pt
  - Previous hospice dispo = 5pt
  - ‘Hospice’ on Problem list = 5 pt

- Scoring
  - 0-1 point = **green**
  - 2-4 points = **yellow**
  - 5-24 points = **red**

- Populates Patient List column and ED Trackboard (Case Management view) column “Hosp Elig?”

- Scores (high to low) signal ED Case Managers to conduct a case review to assess a patient for potential hospice placement
Define ‘Consult to ED Hospice’ order workflow

- Defined standardized workflow for Consult to ED Hospice order - Oct 2020
  - Includes roles, time expectations, and escalation path
  - Trained Case Management, Hospice, and ED staff
  - Included in ED Hospice Resource Guide within the ED Operations Manual
Develop process/resources to guide transition from ED to GIP

• Created ED Hospice Resource Guide – **Oct 2020**
  – Rolled out to ED Faculty and ED Case Managers
  – Included in DUH ED Operations Manual