

# Emergency Mobile Nursing and Nurse-Led Outreach Services

*Innovations in the Management of Geriatric  
and Psycho-geriatric Emergencies in Central  
LHIN Long-Term Care Homes*

January 10, 2013  
Delta Markham

# LTCH/ED Outreach Service Goals

- Goal 1:** To improve safety and quality of life of residents in LTCHs by providing emergency nursing services in the home as an alternative to an ED transfer.
- Goal 2:** To build the capacity and confidence of LTCH staff, patients and families to recognize and manage acute changes of condition and prevent the need for ED transport
- Goal 3:** To support the capacity of LTCH staff to manage complex conditions that might otherwise require hospitalization or lead to ALC status
- Goal 4:** To reduce hospital length of stay for patients/residents who can be discharged to a LTCH with appropriate supports provided by the outreach service.

# Nurse-Led Outreach – Emergency Mobile Nursing Service Model

Capacity Building and Prevention	Emergency Transport Avoidance	Planned Ambulatory Access and Rapid ED Engagement
<ul style="list-style-type: none"> <li>• Identify acute change of resident condition</li> <li>• Support end of life care initiatives</li> <li>• Participate in rounds</li> <li>• Support attending physicians</li> <li>• Build staff confidence on complex procedures</li> <li>• Build partnerships to meet resident needs in such areas as IV management and tracheostomy</li> <li>• Facilitate hospital-LTCH patriation and ALC reduction</li> </ul>	<ul style="list-style-type: none"> <li>• Rapid face to face emergency nursing</li> <li>• Telephone coaching</li> <li>• Tele-consult during outbreaks</li> </ul>	<ul style="list-style-type: none"> <li>• Develop opportunities for access to clinics e.g.               <ul style="list-style-type: none"> <li>Interventional radiology</li> <li>Video fluoroscopy</li> <li>Transfusion</li> </ul> </li> <li>• Link with Geriatric Emergency Management Nurses (GEM)</li> <li>• Facilitate interorganizational information exchange</li> </ul>

## 2011/2012 Activity Data: All teams

Indicator	Q1	Q2	Q3	Q4	ANNUAL
Resident encounters (includes follow-ups, etc.)	2,390	2,179	2,537	3,197	<b>10,303</b>
Encounters that were imminent Transports	664	649	815	1,163	<b>3,291</b>
Estimated averted imminent transports	552	595	757	1,057	<b>2,961</b>
% of imminent transports averted	83.1%	91.7%	92.8%	90.8%	<b>89.9%</b>
Average visits per resident seen	1.3	1.3	1.3	1.5	<b>1.4</b>
Hours of capacity building	915	870	2,499	2,723	<b>7,007</b>

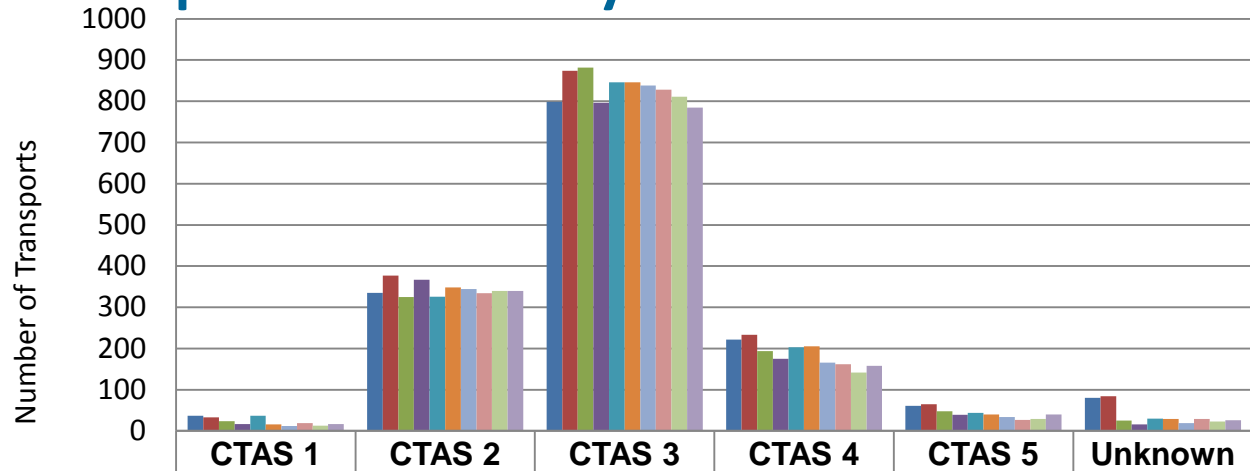
# Transport Frequencies by CTAS Level Comparing Immediate Pre-service Quarter to Q2 2012/13

CTAS Level	Quarter Immediately Preceding Service	2012/2013 Quarter 2 (Jul-Sept 2012)	% Change in Transport Frequency
All CTAS	1,553	1,247	- 19.70%
CTAS 1&2	357	327	-8.401%
CTAS 3	837	743	-11.23%
CTAS 4&5	282	162	-42.55%

# T-test Comparing Q1 2012/13 Against Baseline Data from the Quarter Immediately Preceding Service Onset

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval				
					Lower	Upper			
Pair 1	pretot - q1tot	-6.32500	11.37110	1.79793	-9.96165	-2.68835	-3.518	39	.001
Pair 2	ctas12base - ctas12q1	-.47500	3.18641	.50382	-1.49406	.54406	-.943	39	.352
Pair 3	ctas3base - ctas3q1	-1.45000	8.32035	1.31556	-4.11098	1.21098	-1.102	39	.277
Pair 4	ctas45base - ctas45q1	-3.00000	4.12000	.65143	-4.31764	-1.68236	-4.605	39	.000

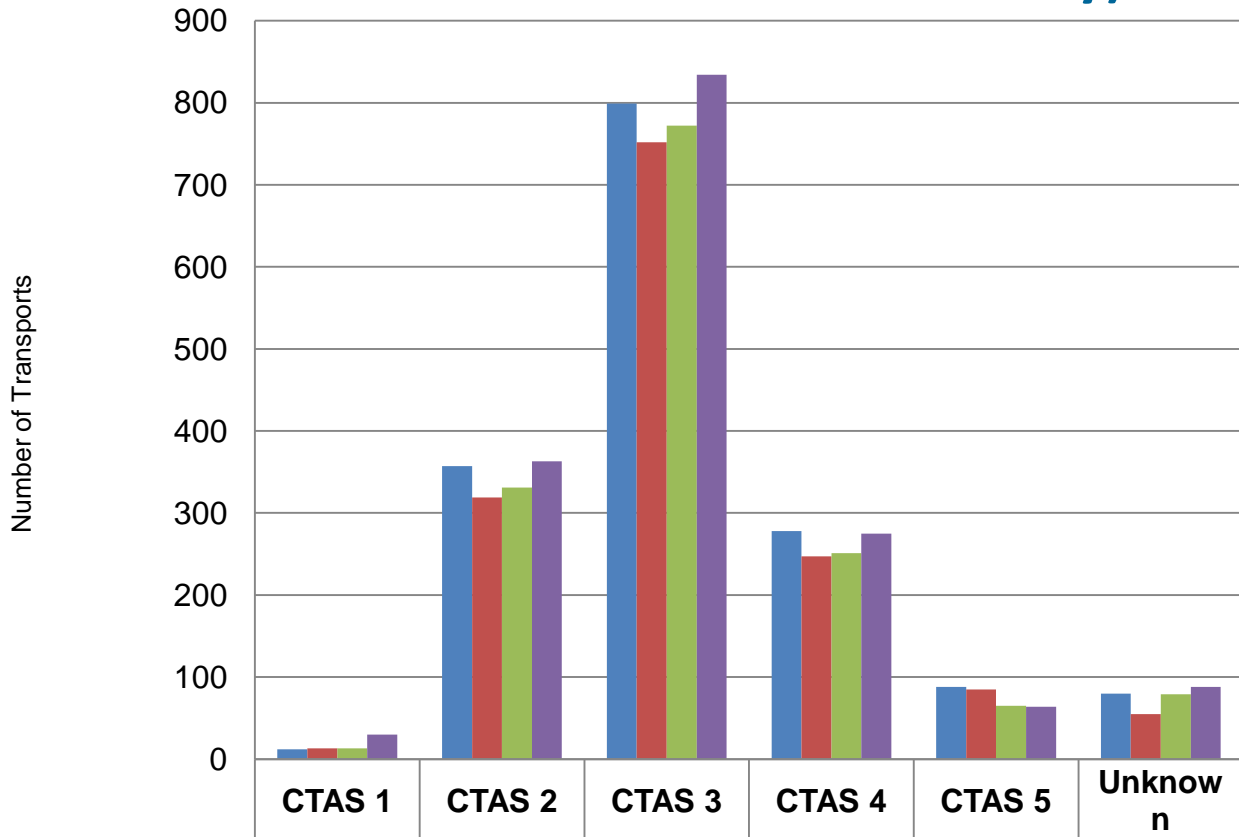
# The Number of EMS Transports for all Central LHIN LTCHs in April 2010 to September 2012 by CTAS Level



	CTAS 1	CTAS 2	CTAS 3	CTAS 4	CTAS 5	Unknown
<b>FY 2010-11 - April to June</b>	37	335	799	222	61	80
<b>FY 2010-11 - July to September</b>	33	377	874	233	65	84
<b>FY 2010-11 - October to December</b>	24	325	882	194	48	25
<b>FY 2010-11 - January to March</b>	17	367	796	175	39	16
<b>FY 2011-12 - April to June</b>	37	326	846	203	44	30
<b>FY 2011-12 - July to September</b>	16	348	846	205	40	29
<b>FY 2011-12 - October to December</b>	12	344	838	166	34	19
<b>FY 2011-12 - January to March</b>	19	334	828	162	27	29
<b>FY 2012-13 - April to June</b>	13	340	811	142	29	23
<b>FY 2012-13 - July to September</b>	17	340	785	158	40	26

# The Number of EMS Transports for all Central LHIN LTCHs by CTAS Level in April 2008 to March 2009

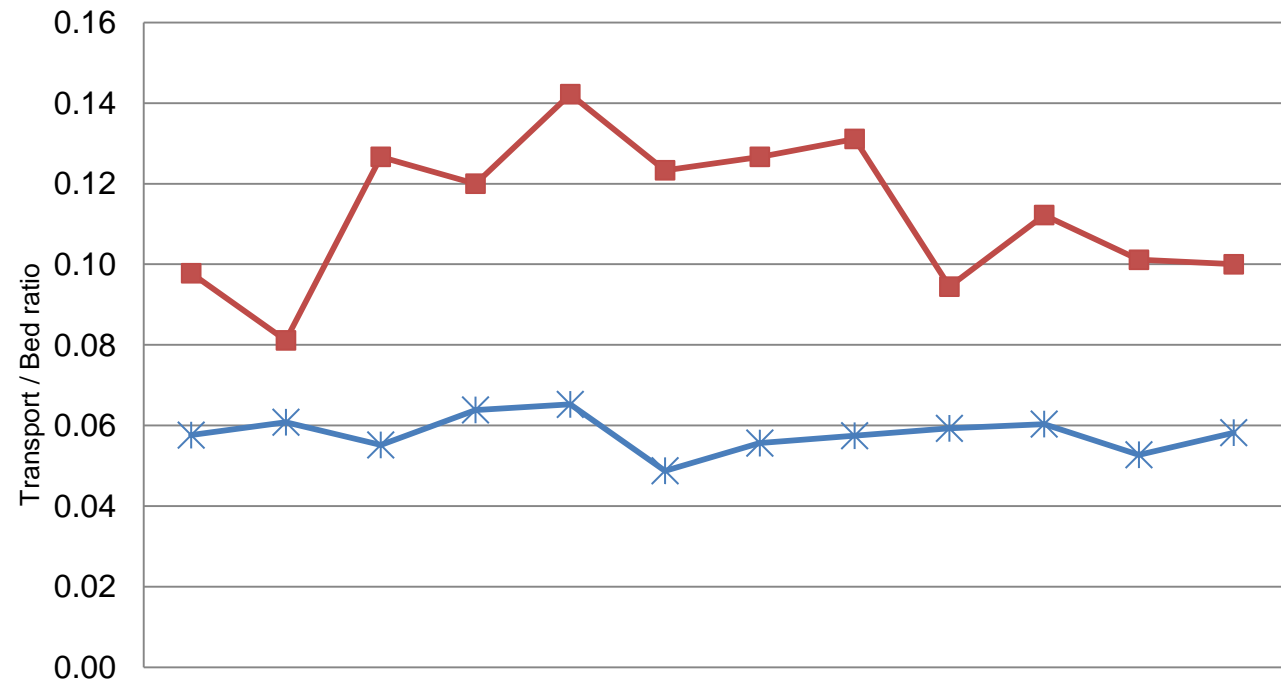
(Prior to Nurse-Led Outreach Team Availability)



	CTAS 1	CTAS 2	CTAS 3	CTAS 4	CTAS 5	Unknown
■ April to June	12	357	799	278	88	80
■ July to September	13	319	752	247	85	55
■ October to December	13	331	772	251	65	79
■ January to March	30	363	834	275	64	88

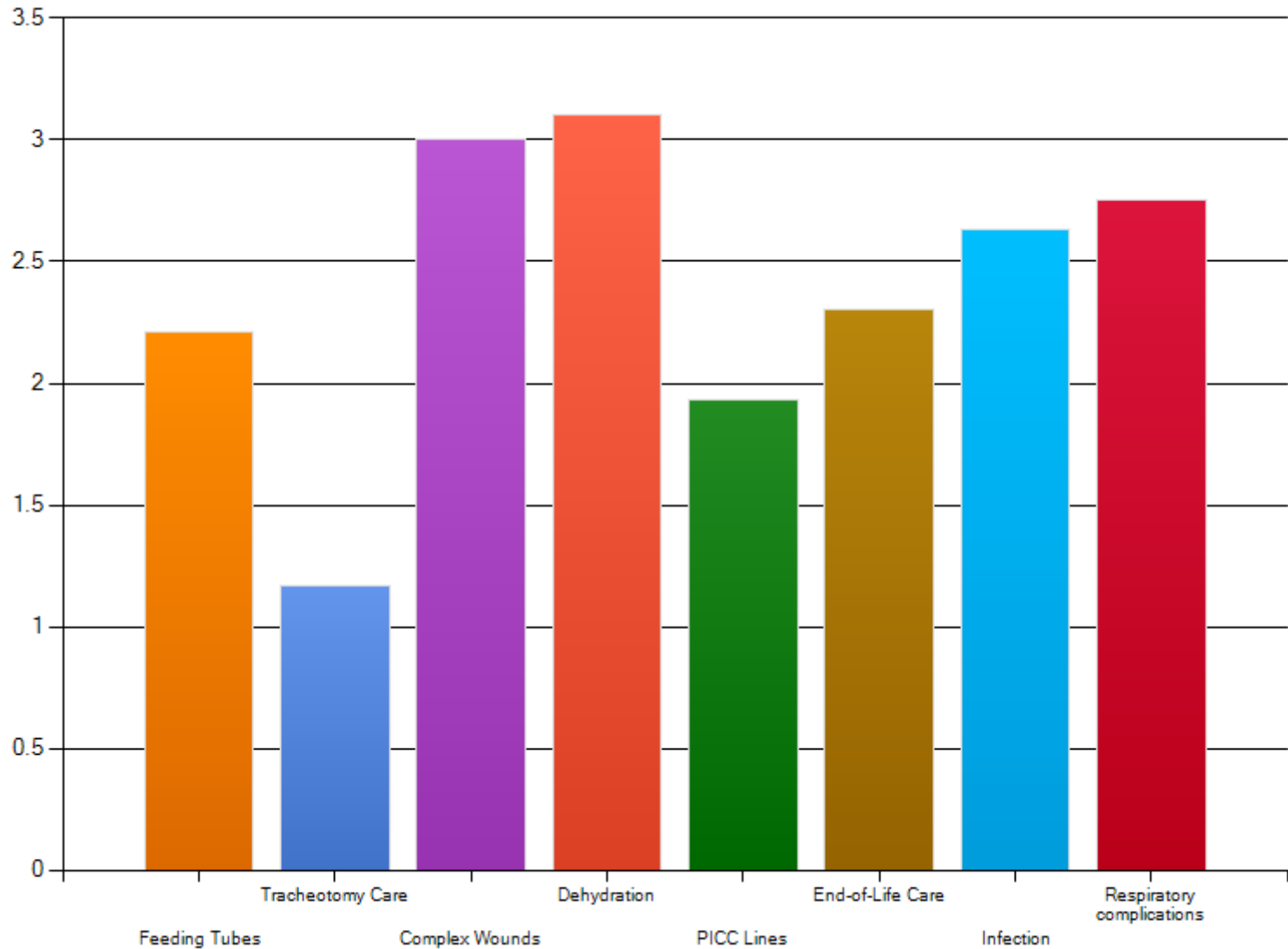


# Transports-Beds Ratio for all Central LHIN LTCHs: April 2011-March 2012



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
* The Ratio of Transports Per Bed for LTCHs not collocated with Retirement Homes	0.06	0.06	0.06	0.06	0.07	0.05	0.06	0.06	0.06	0.06	0.05	0.06
■ The Ratio of Transports Per Bed for LTCHs collocated with Retirement Homes	0.10	0.08	0.13	0.12	0.14	0.12	0.13	0.13	0.09	0.11	0.10	0.10

# LTCH Participants' Ratings of NLOT Helpfulness in 8 Clinical Areas



# A Summary of NLOT Stakeholder Feedback Ratings

Statement	Percentage Agreement
NLOT is very responsive to our requests for help.	90.9%
NLOT helps us to manage emergencies in our home.	78.2%
NLOT enhances my ability to manage residents when emergencies arise.	75.0%
NLOT helps us to avoid transferring residents to the ED.	75.0%
NLOT help us to improve the quality of resident care we provide in our LTCH.	87.5%
Residents appreciate the NLOT nurses.	81.2%
Resident families appreciate NLOT nurses.	84.4%
NLOT recommendations are easy to implement	87.9%
NLOT helps us to be more confident to manage some emergencies ourselves	81.3%