



Improving Transitions to Hospice from the ED

June 2021



DukeHealth



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)



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**

A screenshot of a patient care system interface. The top navigation bar includes 'Summary', 'Chart Review', and 'Notes'. A 'Patient FYIs' notification is displayed, indicating the patient is a 'Hospice Patient'. The notification text reads: 'This patient is enrolled in Duke Hospice. If the patient comes to the Emergency Department, please consider a call with Duke Hospice to help with care planning or decisions about admission or revocation of hospice.' Below this, it provides the 'Duke Hospice Main #: 919-620-3853' and instructions: 'For DUH Emergency Department providers, please place a Consult to ED Hospice order. The ED Case Manager will then coordinate with Duke Hospice.' The notification is set against a background of a patient list with various colored status indicators (red, orange, yellow, green) and a 'Chief Complaint' field at the bottom.



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

BestPractice Advisory - Pipers, Chili

① Patient is currently enrolled in Duke Hospice

[Provide Feedback](#)

This patient is currently enrolled in Duke Hospice. Consider consult to ED hospice to coordinate hospice care.

Acknowledge Reason

Accomplishments: Early Identification



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

The screenshot shows a table of patients with columns for 'Init', 'Recertification Status', 'Payor Information', 'Next Rev Date (Primary)', 'Utilization Manager Handoff', 'Avoidabl Events', 'IP Read Risk Score', and 'Hosp Elig?'. A patient with a score of 6 is highlighted, and a pop-up window shows the breakdown of their score.

Init	Recertification Status	Payor Information	Next Rev Date (Primary)	Utilization Manager Handoff	Avoidabl Events	IP Read Risk Score	Hosp Elig?
	Medicare					Green	5
	Medicaid					Green	1
P	Medicare					Green	5
	Medicaid					Green	5
	Medicare					Green	5
	Medicaid					Green	5
P	Medicare	BANKER				Red	5
	Medicaid					Red	5
P	Medicare					Red	5
	Medicaid					Red	5

Score	Reason
6	ED Potential Hospice
1	Patient >85 yrs old
0	Current or prior DNAR
0	Active dementia diagnosis & admitted from a SNF/RCFALF
0	Active metastatic cancer diagnosis
0	Current hospice patient
0	Current visit related to hospice
5	Prior hospice discharge disposition

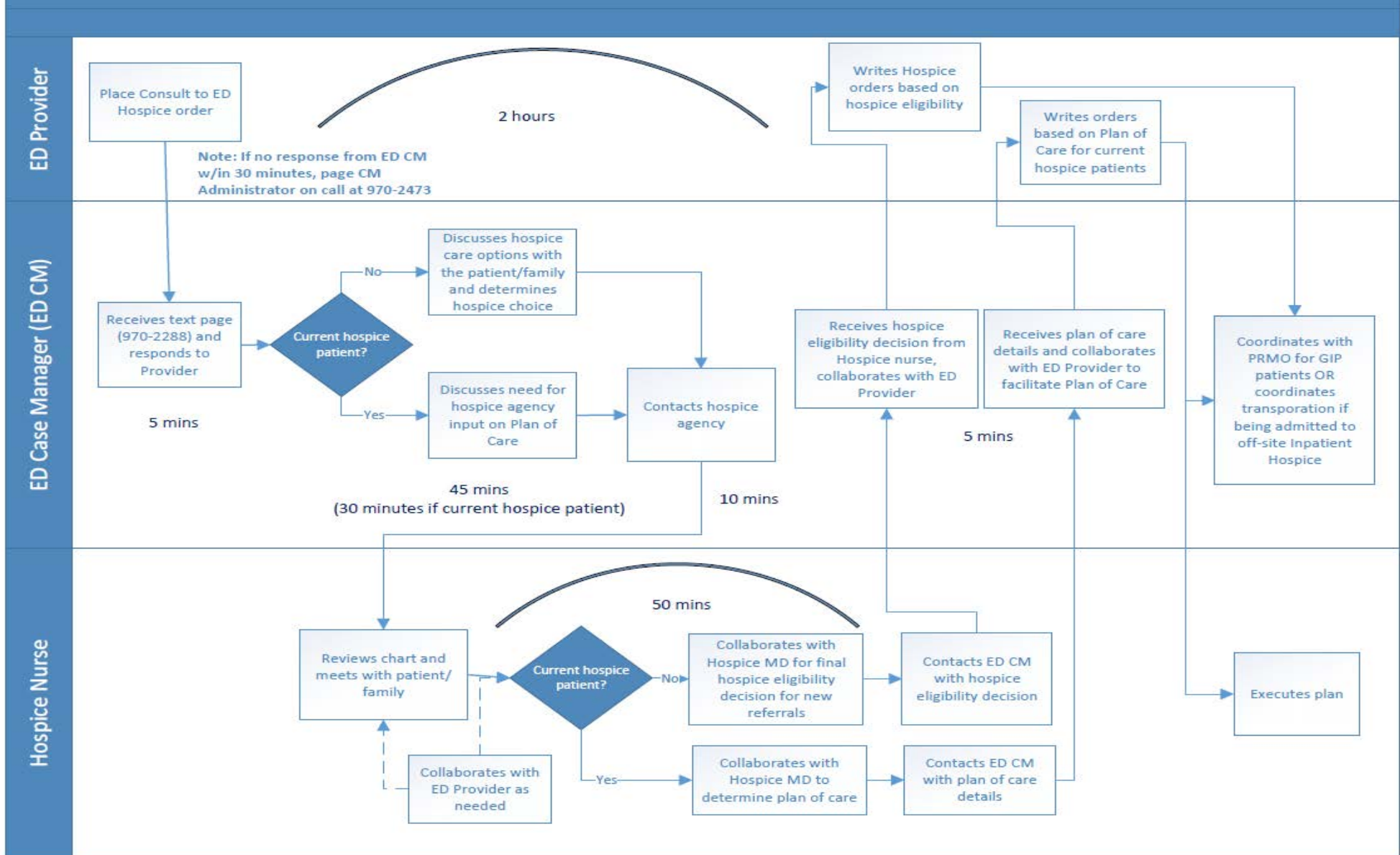


Define 'Consult to ED Hospice' order workflow

- 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



Consult to ED Hospice Order workflow





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