

# An Observationalist's Observations: Practical Advice from an Advanced Practice Provider

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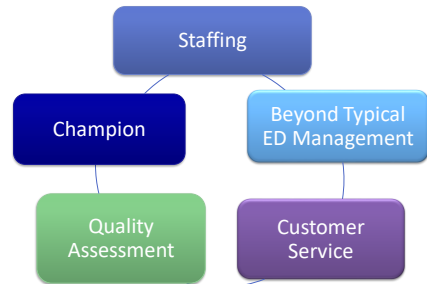


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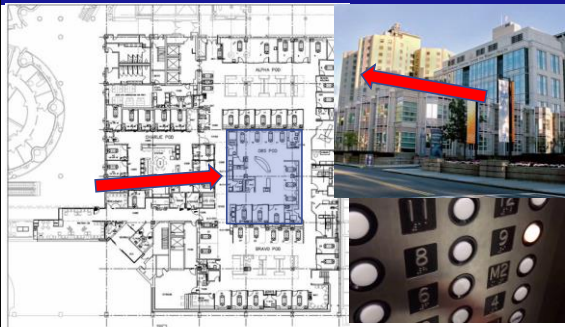
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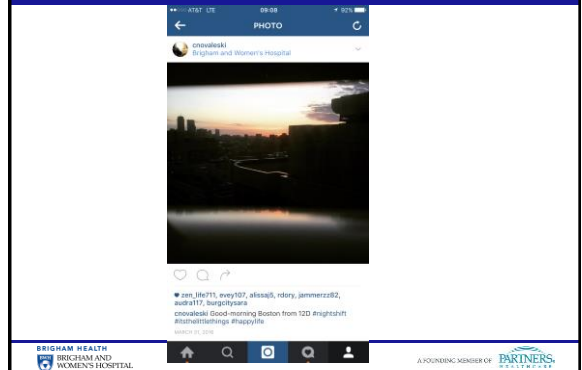
## Five Keys to a Successful Unit



## Observation at BWH



## Observation at BWH

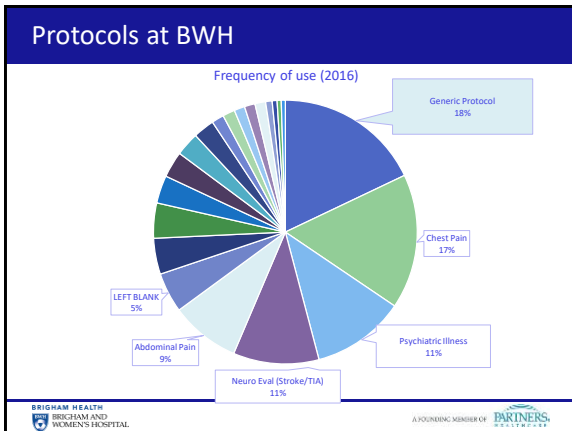
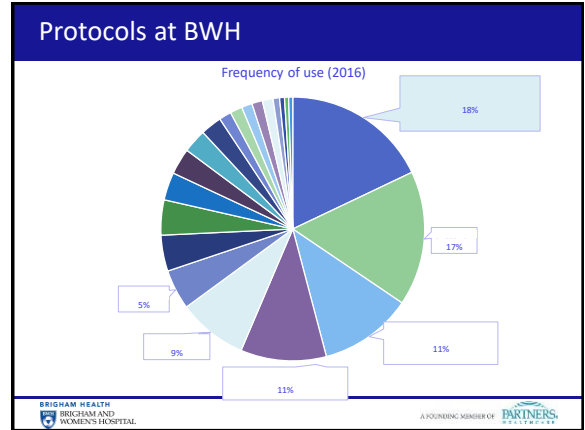


### Protocols at BWH

- Abdominal Pain
- Allergic Reaction
- Asthma/COPD
- Atrial Fibrillation and Flutter**
- Back Pain
- Cellulitis
- Chest pain
- CHF**
- DVT
- Dehydration/hyperemesis
- Febrile Neutropenia**
- Flank Pain (Pyelonephritis/Urolithiasis)
- General Complaint**
- Headache
- Metabolic Derangement
- Mild Traumatic Brain Injury**
- Pneumonia
- Psychiatric Emergency
- PE**
- Social Interventions
- Syncope
- Transfusion
- TIA/Stroke
- GI Bleed**
- Hyperglycemia**
- Hypoglycemia**

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### Protocols at BWH

**GENERIC PROTOCOL**

Used for:  
SBO  
Seizure  
Fever  
PICC line issue  
Non-operative hip fx  
Gout  
Crohn's flare  
And many more

**I. Relative Exclusion Criteria:**  
 A. Patient in restraints  
 B. Patient with acute intoxication  
 C. Patient with GCS of < 13 (if new)  
 D. Expected LOS > 36 hours

*Note that patients with exclusion A and D can still be managed as an OES patient. Some OES documentation is required but patient does not move to OES unit.*

**II. Typical OES Interventions:**  
 A. Analgesics  
 B. Antiepileptics  
 C. Serial exams  
 D. Telemetry and oxygen saturation monitoring  
 E. Imaging  
 F. Care coordination/Social work consultation

**III. Disposition Criteria:**  
 A. **HOME**  
 1. Treatment and evaluation complete, no indication for inpatient admission  
 B. **HOSPITAL**  
 1. Need for ongoing treatment or evaluation after observation stay  
 2. Any indication for further inpatient hospitalization identified

**IV. Time Frame:**  
 A. Up to two midnights

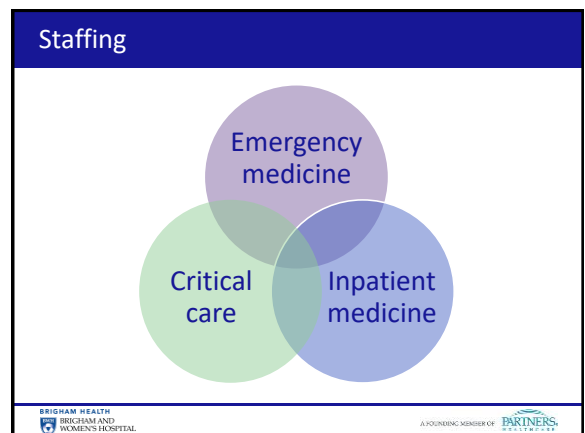
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### Staffing: Qualities in OU Providers

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### Staffing

- Physician Assistant
  - Don't require specialization
- Nurse Practitioner
  - Acute care
  - Family practice

**Advanced Practice Providers**

Clinical flexibility	Reduce healthcare costs	Abundance	High patient satisfaction rates
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AAPA: PA Salary Report  
US Department of Labor  
Capstack, et al.  
Paradise, et al.

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### Staffing: Hiring and Training

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### Staffing

How can we prevent this?

THE LIFE-CHANGING MAGIC OF SPENDING EVERYTHING INTO A BOAT-KEEPING AND LEAVING IT FOR SOMEONE ELSE TO BEK WITE

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### Staffing

Dedicated OU staff

- Familiarity

Rotating ED staff

- Perspective

Perspective...

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### Staffing: Supporting Existing Staff

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### Staffing: Rounds in 24 hour APP unit


Legend:  
 - Overnight APP (Dark Grey)  
 - Daytime APP (Yellow)  
 - Physician (Green)

Time periods: 6:30AM (Moon icon), 8:00AM (Sun icon)

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## Beyond Typical ED Management

Longer LOS = extra time for value added care



Longer LOS = inpatient-like issues arise

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## Beyond Typical ED Management

Medication Reconciliation

Diabetes Management

VTE Prophylaxis

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## Beyond Typical ED Management

Medication Reconciliation

### Active medication management

- Who does it?
- Special considerations
  - Metformin and beta blockers in chest pain
  - AKI
  - LABD in COPD

**1, 2, 3...  
NOT  
IT!**

Lindenauer, et al.

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## Beyond Typical ED Management

Make a reference guide

Diabetes Management

- Check glucose
- Short acting insulin for diabetics
- Steroid induced hyperglycemia
- New onset diabetes and discharge

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## Beyond Typical ED Management

### Diabetes Discharge

Insurance	Preferred Meter *last updated 7/2014	Order <u>Test Strips</u> and <u>Lancets</u> associated with meter (freestyle or one touch) QID testing (120/month supply)
BCBS of MA	One Touch	<b>ORDERING LANTUS:</b> Lantus PEN - **Please check with case management, not covered by all insurance
Commonwealth of MA (Unicare Safe Indemnity Plans)	One Touch	
Express Scripts National Preferred Formulary	One Touch	Lantus VIAL - ** Alternative if pens not covered
Fallon Community Health Plan	One Touch	Give instructions for endocrine follow up: 617-732-5666
Harvard Pilgrim Health Plan	Freestyle	
MA Medicaid (MassHealth)	Freestyle	
Medicare (Part B)	Freestyle	
Tufts Health Plan	One Touch	

Insulin glargine (Lantus Solostar Pen 100unit/mL)	Insulin needles (disposable) 32 x 5/32"
Disp: 3 pens	Disp: 100 needles
Refills: 3	Refills: 3
Insulin glargine (Lantus 100unit/mL)	Insulin syringe-needle U-100 1mL 31x15/54"
Disp: 3 vials	Disp: 100 syringes
Refills: 3	Refills: 3

GLUCOMETER SELECTION: \*\*Please discuss with case management before ordering

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## Beyond Typical ED Management

### Padua Prediction Score for Risk of VTE

Baseline features	Score
Active cancer*	3
Previous VTE (with the exclusion of superficial vein thrombosis)	3
Reduced mobility†	3
Already known thrombophilic condition†	3
Recent (≤1 month) trauma and/or surgery	2
Elderly age (≥70 years)	1
Heart and/or respiratory failure	1
Acute myocardial infarction or ischemic stroke	1
Acute infection and/or rheumatologic disorder	1
Obesity (BMI ≥30)	1
Ongoing hormonal treatment	1

\*Patients with local or distant metastases and/or in whom chemotherapy or radiotherapy had been performed in the previous 6 months. †Patients with both items previously (either alone or in combination) or on prophylaxis (either for at least 3 days. †Carriage of defects of antithrombin, protein C or S, factor V Leiden, G20210A prothrombin mutation, antithrombotic syndrome.

VTE Prophylaxis

Score ≥ 4 is high risk: Anticoagulate

Score < 4 or staying <24 hours: mechanical prophylaxis


Barbar, et al.

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### Customer Service


Navigating the intersection of patient expectations with specialty service expectations




Timing of testing and results



Backlines for reading rooms



Weekend and holiday schedule



Consultant availability

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### Customer Service

Disposition planning

- Case management
- Physical therapy
- Social work
- Patient relations




Can you come back tomorrow? Maybe then I'll be ready to go home...

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### Quality Assessment


- Review of data
- Peer submitted case review



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### Quality Assessment

Use caution with diagnosis with no specific, easy to identify endpoint



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### Identify a Champion



**NOW HIRING**

Job description:  
 Front line worker  
 Creates relationships  
 Facilitates training  
 Manages complaints


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### Summary

- Recruit experienced APP's
- Ideal staff rotates
- Support your current staff with education
- Anticipate inpatient-like issues
- Have "cheat sheets"
- Manage expectations
- Befriend case managers, social workers and patient relation specialists
- Have a complaints department
- Chose a diagnosis with an endpoint
- Have a cheerleader

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## Questions?



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## Staffing

Physician Only

- Nurses (4-5:1)
- Nursing Assistant
- Unit Secretary

➔

Not at BWH

VS

Physician + Advanced Practice Provider (APP) or Resident

- Nurse (4-5:1)
- Nursing Assistant
- Unit Secretary

➔

Model at BWH

Connely, et al

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## Observation at BWH

Shorter Stay OU	Longer Stay OU
<ul style="list-style-type: none"> <li>• 10 Beds</li> <li>• Located in ED</li> <li>• 12 hour APP / 12 hour resident coverage</li> <li>• Shared case manager</li> <li>• LOS 14 hours</li> <li>• 13 patients/day</li> <li>• MD + APP + Resident</li> </ul>	<ul style="list-style-type: none"> <li>• 10 Beds</li> <li>• Located on 12<sup>th</sup> floor</li> <li>• 24 hour APP coverage</li> <li>• No resident coverage</li> <li>• Dedicated case manager</li> <li>• LOS 20 hours</li> <li>• 8 patients/day</li> <li>• MD + APP</li> <li>• No behavioral health</li> </ul>

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## Protocols at BWH

Frequency of use (2016)

Protocol	Percentage
Generic Protocol	18%
Chest Pain	17%
Neuro Eval (Stroke/TIA)	11%
Psychiatric Illness	11%
Abdominal Pain	9%
LEFT BLANK	5%
Cellulitis	3%
Dehydration	3%
Social Intervention	3%
Back Pain	3%
Flare Pain	3%
Metabolic Derangement	3%
Psychiatric Illness	3%
LEFT BLANK	3%
Syncope	3%
Headache	3%
Allergic Reaction	3%

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## Staffing: New Hire Training

Experienced APP	New Graduate APP
<ul style="list-style-type: none"> <li>• 3-4 weeks ED training shifts</li> <li>• 2 OU training shifts</li> <li>• Solo OU shift after 3-6 months</li> </ul>	<ul style="list-style-type: none"> <li>• 4 weeks ED training shifts</li> <li>• 3-4 OU training shifts</li> <li>• Solo OU shift after 6-12 months</li> <li>• Needs support</li> </ul>

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