



Photo: High Prairie Health Complex Emergency Department

## Connect Care Adoption/Validation Begins

By Andrew Fisher, ESCN Manager

The move to a new provincial Clinical Information System is getting closer to reality as the Connect Care program moves into the Adoption/Validation Phase. The first of three gatherings of subject matter experts to review and decide on the system workflows and content happened in mid-June. For our Emergency Departments and Urgent Care Centres, the ASAP module for Epic will be in use in all sites for documenting the patient's journey from triage to discharge/admission.

Some of the key ED/UCC features:

- objective CTAS scoring;
- provincial protocols built in;
- documentation prompting based on CEDIS presenting complaint;
- standardized order entry;
- printable visit summaries;
- after visit summary viewable by patients online via MyChart.

The ESCN is fully engaged in this process as members of the Emergency Medicine Area Council (including EMS). We are also working with the ASAP team to provide access to provincial forms and to create more, where needed. Our Clinical Governance Working Group is also seeking to provide more nurse-implemented protocols to aid in providing key patient interventions when there may be a delay in physician initial assessment.

To read more about the overall Connect Care program click [here](#).



Keep in Touch with the ESCN



[Emergency.SCN@albertahealthservices.ca](mailto:Emergency.SCN@albertahealthservices.ca)

# Summer 2018 Newsletter

### Inside this Issue:

- Opioid Crisis Corner
- Nursing Education Corner
- Clinical Decision Support
- Patient Experience Update
- Congratulations

**Our newsletter is getting a FACELIFT! We need a new name.**

Send your  
naming suggestions [here](#). The  
winning selection will  
receive a **\$25 Tim  
Hortons or Starbucks Gift Card.**

Entry  
Deadline July 31st, 2018.

### Editorial Staff

Heather Hair  
Senior Editor

Andrew Fisher  
Contributing Editor

Leila Davey  
Editorial Assistant

**Vision:** Build an inclusive network that supports the advancement of evidence informed emergency care for all Albertans.

**Mission:** To support quality patient and family centered emergency care driven by education, innovation and practice changing research through collaboration.

### Opioid Crisis Corner

By Ken Scott, Senior Project Manager, ESCN

Opioid Use Disorders (OUDs) continue to be a major public health crisis affecting many Albertans. In 2017, an average of 1.9 Albertans died every day from an apparent accidental opioid poisoning (overdose), as [reported](#) by Alberta Health. Emergency Departments (EDs) are an important opportunity to help patients who live with OUDs. From Jan. 1, 2017 to Sep. 30, 2017, 17% of patients who died from an apparent accidental poisoning related to fentanyl had an ED visit related to opioids/substances within 30 days before death.

Our goal is to work with all stakeholders to develop a province-wide strategy and program for appropriately screening and initiating appropriate ED patients on Suboxone®, and then enabling effective transfers to community or primary healthcare providers for continued follow-up and patient care. The ESCN team is now rolling-out the pilot phase of the Initiation of Suboxone® in EDs in Alberta project. Three pilot site EDs were selected by clinical operations: Grey Nuns Community Hospital (GNCH), Northeast Community Health Centre (NECHC), and Rockyview General Hospital (RGH). Our project team is grateful for the leadership of the physician champions that have volunteered at each of these sites: Dr. Jan Deol (GNCH), Dr. Rob Wittmeier (NECHC), Dr. Marshall Ross (RGH), Dr. Gerald Lazarenko and Dr. Joe Vipond (RGH). NECHC went live in mid-May, GNCH started mid-June, and RGH began in early July. We would like to acknowledge the outstanding effort of the Calgary Zone Sunrise Clinical Manager (SCM) team in building the electronic order set to support the pilot at RGH.

Pilot sites will test the implementation of the program and provide valuable feedback on the eight key project deliverables. A spread and scale plan is underway.

#### Project Deliverables

##### Patient Care:

ED Physician Order Sets  
Pharmacy Distribution  
Patient Pathways  
Transitions to Community

##### Knowledge & Evidence:

Evaluation & Reporting  
Systematic Literature Review  
Education  
Key Project Linkages



Free Alberta Acute Stroke Care E-learning program. Available [here](#)



Western Emergency Department Operations Conference

Save the date:  
April 11- 12, 2019  
Edmonton AB

### Nursing Education Corner

By Monique Fernquist, RN, BScN, MEd, ENC(C), Educator/Coordinator – Emergency Nursing Provincial Education Program

#### Emergency Nursing Provincial Education Program (ENPEP)

##### Orientation

2626 new hires from urban, regional and rural ED/UCCs have successfully completed the orientation program. In addition, 134 new hires have completed Pediatric ENPEP at the Stollery and Alberta Children's Hospital.

Over 466 staff have transferred between EDs and UCCs in the province with transcripts to verify orientation lessons that were completed at previous site of hire (Portability cost savings!!)

##### What's New??

Searching the Patient At-Risk of Harming Themselves or Others – New Resources available:

- eLearning Module on MLL Training
- FAQ and Flow maps #19856 and #19857
- Documentation forms

##### Work in development!

- Intraosseous Learning Module
- Capnography Learning Module
- Proper Application of Mechanical Restraint - Resource Information

Information about how to access new resources will continue to be posted on the Provincial ED/UCC Education Insite webpage.



Photo: High Prairie Health Complex ED

## Using Clinical Decision Support to Reduce Inappropriate CT Imaging

By Dr. James Andruchow, Daniel Grigat

The use of CT scans in the emergency department has increased dramatically over the past two decades. Although a CT scan is an important diagnostic tool that can save lives, the inappropriate use of CTs exposes patients to unnecessary radiation and is a suboptimal use of finite health system resources.

In certain clinical scenarios, such as the assessment of minor traumatic brain injury (MTBI), the increase in CT use has not resulted in improved patient outcomes. This has led Choosing Wisely Canada to recommend that a CT scan not be ordered for MTBI unless indicated by a validated clinical decision support (CDS) rule. The Canadian CT Head Rule (CCHR) has been studied in tens of thousands of patients and has been proven to be a safe and effective way to rule out serious illness and thus identify patients who will not benefit from a CT scan.

In August of 2016 the Emergency Strategic Clinical Network launched a randomized controlled trial in the Calgary Zone to provide physicians with the Canadian CT Head Rule for eligible patients at the time of order entry. During a 13 month study period a total of 104 emergency physicians received CCHR support in the assessment of 3344 patients.

The results of this study are that emergency physicians consulted the CCHR in 40.5% of cases prior to ordering a CT scan. Physicians receiving CDS support ordered CT studies for MTBI patients at a rate of 41.5%, which represented a 4.3% relative decrease from their ordering rate prior to the study, and was 8.6% lower than physicians who did not receive CDS support. There was no difference in 30-day return visits, hospitalizations, or traumatic brain injury diagnoses between groups, validating the safety of using the CCHR.



## Improving the Patient Experience in Emergency Departments

By Heather Hair, Executive Director ESCN

The ESCN and Foothills Medical Centre formed a second focus group with Patient Advisors as part of Improving the Patient Experience in Emergency Departments. Patients were asked to show their latest ED experience in a journey-mapping exercise and to prototype potential solutions that could achieve desired outcomes.

By using Information Design within healthcare, this initiative ensures that patients are at the core of the work we do. One of the ESCN priorities is to Improve Patient Experience in Emergency. Pilots are underway in partnership with the Foothills Medical Centre, Grey Nuns Community Hospital, Peter Lougheed Centre and Drayton Valley Hospital and Care Centre. These focus groups are conducted with the public, frontline staff and management to improve the patient experience.

### Congratulations

**Congratulations:** Two Alberta TNCC instructors have reached their 25<sup>th</sup> year of teaching TNCC. Congratulations Carole Rush (Calgary) Brenda Wiggins (Red Deer)!

**Congratulations:** Congratulations to everyone who wrote the CNA Certification for Emergency: ENC(C)® Emergency Nurse Certified (Canada). A special shout out to Matthew Douma for the tremendous amount of work in coordinating the study groups and Margaret Dymond for her ongoing support at a national level with certification and exam preparation.

**Welcome David Stringer,** Sr. Project Manager: David made a temporary move from wildlife biology to healthcare in 2005, joining the Alberta Cancer Board that year. He managed various cancer care projects over the next five years. In 2011, David started with Clinical Project Support Services. Along with two stints as acting director, David has supported numerous initiatives as senior project manager. David is currently supporting the “Improving Patient Experience in the Emergency Department” project. 13 years later, he is wondering if that move to healthcare is still temporary.



**Congratulations:** To Ken Scott our Senior Project Manager, on his wedding day here in Calgary. Never forget the love you feel for one another on this day. Congratulations on your big day!

**Congratulations:** To Dr. Brian Holroyd, ESCN Sr. Medical Director, who was awarded the Order of the International Federation for Emergency Medicine Fellowship (FIFEM) on June 7th at the 2018 International Conference on Emergency Medicine Conference in Mexico City.



*photo courtesy of ICEM 2018 Mexico City Organizing Committee & IFEM*

**Congratulations** to the following Emergency Physicians for their [recognition](#) by the Canadian Association of Emergency Physicians (CAEP):



Dr. Andrew McRae (University of Calgary) has received the Ian Stiell Researcher of the Year Award. “This award recognizes a CAEP member who has distinguished themselves through their scholarship, specifically producing important clinical or education research in emergency medicine within the last three years.”



Dr. Samina Ali (Edmonton, AB) has received the Dr. Helen Karounis Memorial Award for Professionalism in Emergency Medicine. The award acknowledges altruism, honesty, integrity, competence, team work, excellence in teaching and mentorship, and thoughtful career-life balance.



Dr. Joe Vipond (Calgary, AB) has received the Dr. Alan Drummond Advocacy Award for “commitment to the cause of advancing emergency medicine at the regional, national or international level through advocacy efforts.”