

An Encounter with an Emergency Department: How Ready are You?

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AN OVERVIEW OF THE OBJECTIVES

- A. What is the emergency departments reason for existing?
- B. How does an emergency department operate?
- C. What are the elements of a successful emergency room visit?
- D. What strategies are available to diminish incompatibilities?

CRACKING THE PUZZLE

Understanding the patient
experience in ED context

Then add ageing, living with
dementia, and all of life's many
splendid things

A. THE EMERGENCY DEPARTMENT'S MISSION FOR EXISTING

- Historically – it is the place you go that might be the difference between life and death
- Biological crisis that is sudden, unexpected, traumatic
- Code Black!

<https://www.youtube.com/watch?v=6BMeZwo9h7M>

A. THE EMERGENCY DEPARTMENT'S MISSION FOR EXISTING CONTINUED

- Older adults are more likely to seek medical attention in the ED (Clevenger et al., 2012)
- 1.5% of the Canadian population has dementia (Alzheimer Society of Canada, 2010)
- ED visit is a stressful, disorientating experience (Clevenger et al., 2012)
- Caregivers can mitigate harms (Nikki et.al 2012; Parke et al., 2013; Schnitker et al., 2013)

EMERGENCY DEPARTMENT: MISSION FOR EXISTING CONTINUED

- Organized, staffed and equipped to meet this mission
 - *ED systems are setup to meet the mission*
 - Beginning with C-TAS (Bullard et al. 2008)
 - the need for accurate history, quick response
 - Specialty/referral service based to meet provincially designated targets
 - Dual role to serve the community and in-hospital

UNDERSTANDING AN EMERGENCY DEPARTMENT VISIT: PART 1

- What contributed to the success of that visit?
- What contributed to the problems you have experienced?
- What would have made it better? Or what would you have done differently in order to have a more successful visit to the Emergency Department?

UNDERSTANDING AN EMERGENCY DEPARTMENT VISIT: PART 2

- What strategies can help improve the visit to an emergency department?

Parke, B., Hunter, K., Strain, L., Marck, P. B., Waugh, E. R., & McClelland, A., J. (2013). Facilitators and barriers to safe emergency department transitions for community dwelling older people with dementia and their caregivers: a social ecological study. *International Journal of Nursing Studies*, 50(9), 1206-1218.

OAHR Older Adult Hospital Readiness
Dementia Series: Be Ready for an Emergency Department Visit

Name _____

My Ready-to-Go Bag

Every year, many older adults go to the emergency department. In an emergency, everyone is in a hurry. It is easy to forget important things. Are you an older adult or a caregiver? Plan ahead. Pack a ready-to-go bag for a future hospital visit.

Keep the bag handy—where you and ambulance attendants can find it easily.

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Be Ready for an Emergency Department Visit

Are you a caregiver for an older adult with dementia? Try to plan ahead for an emergency visit to the hospital. What can you plan for?

OAHR Older Adult Hospital Readiness
Dementia Series: Emergency Department

This series has tools for caregivers who help older adults with dementia. The tools are easy to use. Caregivers and older adults can use some tools together. You can find the tools at: www.oahr.ca

My name _____

Tools to help you
Start with the checklist on the next page. As you do the checklist, you will use other tools in the series:

- ▶ About Me and Who Knows Me Best
- ▶ My Medications
- ▶ My Wishes
- ▶ My Ready-to-Go Bag
- ▶ Plan Ahead for Going Home

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Plan Ahead for Going Home

You will want to go back home after your visit to the emergency department. It might be late at night when you can go home. You might be tired. The doctors and nurses might be very busy. They might not have time to give you detailed instructions or to answer all your questions. You can make your trip home easier, faster and safer. You can plan ahead. You will need information about your health problem, transportation home and keys to your home, supplies and personal supplies.

I hope I have the keys to the house.

hospital staff answer your questions before you go home. You have all of your personal items.

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Checklist →

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HOSPITAL READINESS TOOLS

Funded by ASC

Study # 2 Objective: To determine the feasibility of the structure, format and content of the eight hospital readiness communication tools

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- Be Ready for an Emergency Department visit
 - My Ready-to-go-bag
 - About Me
 - My Medication
 - Who Knows Me Best
 - My Wishes
- Let's Talk About My Wishes
- Plan Ahead for Going Home

Access tool by linking to Alzheimer Society Canada website
Alzheimer.ca/hospitalvisits

THANK YOU!

QUESTIONS?