



It's A GOODbye

Chilliwack General Hospital
Emergency Department

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Objectives



DISCUSS FRASER HEALTH CARE
STANDARDS FOR THE DISCHARGE
OF EMERGENCY PATIENTS



IDENTIFY BARRIERS TO THE
CURRENT PROCESS OF
DISCHARGING PATIENTS



SHOWCASE IDEAS TO MOVE
FORWARD IN THE IMPROVEMENT
OF PATIENT DISCHARGE

Fraser Health Care Standards

- 10.1 of emergency care standards for FH includes the practice that should be carried out
 - Teaching
 - Education Handouts
 - Printed Departure Package
 - Vulnerable Patient Discharge



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Emergency Department Resources

Last Update Date: February 12, 2024

Emergency department resources

Emergency discharge instructions

- [Emergency Discharge Instruction Catalogue](#)
-
- [Discharge Checklist for Vulnerable Patients - Form](#)
 - [Discharge Checklist for Vulnerable Patients - Quick Facts](#)
- [Client Discharge Information - MHSU - Emergency and Inpatient - Form](#)

Discharge Check Lists



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DISCHARGE CHECKLIST FOR VULNERABLE PATIENTS Emergency Department



Form ID: DSDS105980B

Rev: January 2021

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To Ensure the Safe Discharge of Vulnerable Patients after their Emergency Visit

Vulnerable patients include: frail, elderly, mentally or physically challenged, unaccompanied minors, victims of assault, cognitive impairment due to medical treatment which affects ability to function independently, mental health/substance use issues, homeless or with Adult Guardianship or child protection concerns.

✓ any actions PRIOR to discharge if appropriate OR if available to site

Discharge Plan:

- Family/ Support person notified of pending discharge Name: _____
Contacted at: Date: _____ Time: _____
- Patient refused family contact
- Geriatric Emergency Nurse notified for assistance
- Quick Response Case Manager or Home Health Liaison notified for assistance
- Social Worker notified for assistance. Ensure referral is entered in Meditech
- Discharged to Shelter. Name of Shelter: _____



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MENTAL HEALTH AND SUBSTANCE USE SERVICES

- Emergency Department Client Discharge Information
- Inpatient Unit Client Discharge Information



NUXX105900B

Rev: Aug 15, 2017

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- COPY TO BE PLACED ON CHART

When you leave the hospital, please follow these recommendations:

- Follow self-care recommendations and/or medications prescribed:
- Safety plan discussed Take Home Naloxone Kit discussed
- Written Safety plan provided Take Home Naloxone Kit provided
- You have been recommended for Community Mental Health Services:
 - Your information has been sent to your local Mental Health Centre and you will receive a telephone call within 2 working days.
 - You have an appointment:
At: _____
Date: _____ Time: _____
- Make an appointment to see your Family Physician/Nurse Practitioner.
Name: _____ Phone number: _____

Meditech

My Patients (Nursing)

Room	Patient	Age	Status	Event	TID	Resident	ERP	
CTAS	ALRT		NEW	LAB TROP	TML	ECG RAD	CT US	
CCI1	CCI2		COV	PLN PT	OT	SLP SW	GERN HH	
CCI3	CCI		Clinical Comments					MRP Nurse

Site Trackers
Tracker
Reception
Room/Staff
Sign Up
PCS Status Board

External Links

- Blood Components Fact Sheets
- COT Triage
- COVID-19 Resources
- Clinical Skills On-Line
- ED Discharge Instructions
- EKG Link Viewer
- Excelleris Launchpad
- Forensic Nursing (SANE)
- FormImprint

Close

Find Patient Add to My List Edit My List Virtual Pre-Registration Check In Virtual Patient Refresh Sort Default





Emergency

Patient Education Catalogue - Emergency

Here you can find a collection of health education information for people and their families who have recently had a visit to one of our Fraser Health Emergency Departments.

If you have any questions or concerns after your emergency visit, contact any of the following:

- [Your family doctor](#)
- [Fraser Health Virtual Care](#)
- [HealthLinkBC 8-1-1](#)

In case of emergency, return to the Emergency Department or call 9-1-1.

Search the Emergency Services Collection

Search any word or phrase

Language

FH Patient Education Catalogue ▾

Search

[Reset](#)

Departure Package

Patients Name	CTAS Level 2 / Sensory Loss/Paresthesia	Patients demographics DOB, CG Number
Allergy/AdvReac: No Known Drug Allergies		CG.Z2 27 B - CG.Z2 REG ER
Departure Assessment Departure Diagnosis (NACRS)		
Departed on: 27/02/24 2219		
Impressions		
Clinical Impression	ERP TO FILL OUT	
Disposition		
Disposition	EDIT	
Condition	<input type="radio"/> Against Medical Advice <input type="radio"/> Critical <input type="radio"/> Expired <input type="radio"/> Improved <input type="radio"/> Stable	
Comment		
Decision to Admit Date		
Time		
Phys Init Assessment Date		
Time		
Departure Plan		
Additional Instructions	EDIT Nurse and/or ERP to fill out	
Forms	EDIT <input checked="" type="checkbox"/> Departure Packa... <input type="checkbox"/> School Release Form <input type="checkbox"/> Work Release Form	
Patient Instructions	EDIT <input type="checkbox"/> Concussion - Minor Head Inj(A) <input type="checkbox"/> Concussion - Minor Head Inj(C) <input type="checkbox"/> Concussion Clinic <input type="checkbox"/> Headaches *these are all options on the world link* <input type="checkbox"/> Vertigo	
Referrals	EDIT Family doctor (always present if they have one); and ADD any new referrals (ie; ortho, neuro ect.)	

Site Trackers
Tracker
Reception
Room/Staff
Sign Up
Advance Status
Comment
Interventions
OE
Order List
Allergies/Meds
EMR
Dept Statistics
Summary Rpt
Packet
Depart
PCS Status Boa

Barriers

Computer stations and
printers

Time

Post Pandemic

Technology

Moving Forward

Keeping you healthy at home!

Fraser Health Virtual Care

1-800-314-0999

Get trusted health advice from one of our nurses.

Let us connect you with health services.

10:00 a.m. to 10:00 p.m., 7 days a week

Call or chat with us fraserhealth.ca/virtualcare



HealthLinkBC

8-1-1

Speak with a nurse 24 hours a day, 7 days a week.

Speak with a pharmacist 5:00 p.m. to 9:00 a.m., 7 days a week

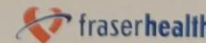
Health information online at HealthLinkBC.ca



Is it an emergency?

If you have chest pains, difficulty breathing, or severe bleeding, it could be a life-threatening emergency. Call 9-1-1 or your local emergency number right away.

259820 | OCT 2023



Your Health Information Prescription



patienteduc.fraserhealth.ca

Access from anywhere anytime

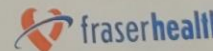
Health information for the people we serve

Available in multiple languages

Topic to look up: _____

Need help finding information?

Ask us while in the hospital or ask the librarian in your community!



CGH's Department Initiatives

Morning Huddles



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graph TD; A[Morning Huddles] --> B[In-Services]; B --> C[Physician Leads]; C --> D[Nurse Department Champions]; D --> E[Zone 2/3 Mentorship Support];
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In-Services

Physician Leads

Nurse Department Champions

Zone 2/3 Mentorship Support

Ideas for the Future



PATIENT PORTAL APPS



TEXT MESSAGES/E-MAILS
FOR APPOINTMENT
REMINDERS



DISCHARGE NURSE
MENTOR



FOLLOW UP CALLS 24-
48HRS POST DISCHARGE