



**EMERGENCY CARE BC**  
Provincial Health Services Authority

# PEPIR Project Evaluation Framework

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# PEPIR Program

- Aimed to provide ED discharged patients with information on their diagnosis and post-hospital care
- Goals
  - Improved patient education, access to discharge information, patient experience
  - Decrease returns to ED
  - Lower incidence of post discharge complications
  - Reduced calls to 811
  - Shorter ED wait times
  - Improved provider experience
  - Much more

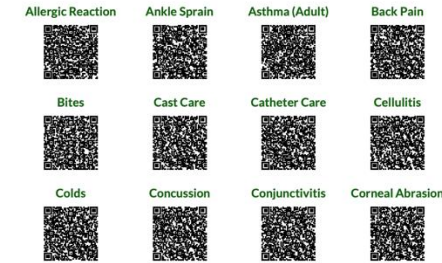
## Patient Information Resources - ED Rapid Discharge

Scan the QR code(s) circled below by your physician/nurse for more information on diagnosis, symptoms, at-home care and recommended follow-up instructions.

To scan a QR code: Open the camera app on your mobile phone, centre the QR code you want to scan, hold your phone steady and tap the notification that pops up to open the link.

You can view the document directly on your phone or click on the "Email Or Text This Resource To" button to send it as an email or text message and save it for future reference.

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## Dehydration

Dehydration is when a person's body does not have enough fluids. Your body needs water to work properly. To keep enough fluid in your body cells, your cells 'drink' fluid from your blood. Your blood needs fluid to keep it moving around your body and organs.

### What to Expect

#### Causes of Dehydration

You can get dehydrated if you:

- Do not drink enough water.
- Stop drinking liquids.
- Lose a lot of fluids from:
  - + Sweating a lot (e.g., from a fever or hot weather)
  - + Vomiting
  - + Diarrhea
  - + Urinating often
  - + Doing heavy exercise

#### Symptoms

The first sign of being dehydrated is being thirsty. Sometimes people do not notice they are thirsty. Other people may notice they are thirsty, but they drink fluids like coffee, tea, or alcohol. These fluids cause you to get more dehydrated.

#### Signs of becoming dehydrated

- Thirst
- Dry mouth
- Headache
- Feeling tired confused and jittery
- Cramping in your muscles, especially in your legs
- Urine is darker than usual
- Dizziness when you stand up or sit up
- Decreased appetite



Designed by Freepress

#### Recommended Follow-Up

Follow up in \_\_\_ days.

Name of Provider  
Reason  
Date/Time  
Location  
Contact Info

Symptoms

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### Dehydration Discharge Instructions - continued

#### Notes:

#### Signs Dehydration is Getting Worse

- Your mouth and eyes are really dry.
- You feel dizzy, lightheaded or like you are going to faint.
- You are not able to think clearly.
- You urinate (pee) very little or do not go for 8 hours or more.

#### When to Get Help

Go to the nearest Emergency Department or Urgent Care Centre if:

- You are not acting like yourself.
- Your heartbeat is very fast (more than 120 beats per minute).
- You are not responding to others.
- You are very pale or have blue lips or earlobes.
- You feel lightheaded or dizzy and it does improve when you lie down.
- You feel like you are going to faint, or you have fainted.
- You feel restless or confused.
- Your breathing is fast and shallow.
- Your skin is cool and damp to the touch. You may be sweating a lot.
- You feel very weak and shaky.
- You are very thirsty, and your mouth and eyes are very dry.
- You feel very sick to your stomach or cannot stop throwing up.
- Your urine is dark, or you haven't gone pee in 12 hours.
- Your vomit looks bloody (or coffee grounds in your vomit) or your poo looks bloody/black.

You may need to stay in the hospital and get fluids through an intravenous ('intra' meaning 'into' and 'venous' meaning 'vein' or into a vein, commonly called an IV).

Go to a walk-in clinic, or your health care provider or call 811 (711) if:

- You are having trouble drinking the water you need because you feel too sick.
- Your headache gets worse.
- You are not able to take your medicines because you feel too sick.
- You do not feel better in 3 days.
- You have any questions or concerns.

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### Dehydration Discharge Instructions - continued

#### Notes:

#### To Learn More:

- Ask your health care provider.
- HealthLinkBC - call 8-1-1 (7-1-1 for deaf or hard of hearing) or go online to [www.healthlinkbc.ca](https://www.healthlinkbc.ca).

#### How to Care for Yourself at Home

You need to keep yourself hydrated. Here are a few things you can do:

#### Drink Liquids

- Drink water, ginger ale, or sports drinks. Take small sips often. Do not drink a whole glass at once. Try drinking liquids that are at room temperature or warm. This can help an upset stomach.
- Electrolyte drinks and oral rehydration solutions may help. Consult your doctor or dietitian before trying these options.
- Take medicines with water.
- DO NOT drink anything that has caffeine in it. Examples of caffeine drinks are coffee, tea, colas, and energy drinks. These cause you to go pee more often.
- DO NOT drink alcohol, including beer and wine. These also cause dehydration.
- Initially, avoid foods that are high in fiber until your body returns to a well-hydrated state.

#### How To Prevent Dehydration

Here are a few things that you can do to stop getting dehydrated:

- Drink four to eight glasses of water each day.
- Drink water before, during and after exercise or heavy work.
- Drink small sips of water often when you are not feeling well.
- If you do drink fluids with caffeine or alcohol, make sure to drink equal amounts of water.
- Eat plenty of fruits and vegetables that are rich in water content (e.g., oranges, watermelon, cucumbers, lettuce).
- Pay attention to your urine. If there are small amounts, or it is a dark colour, drink more fluids.

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Find this information sheet on the ECBC website:  
<https://emergencycarebc.ca/clinical-resources/patient-information-sheet/dehydration/>

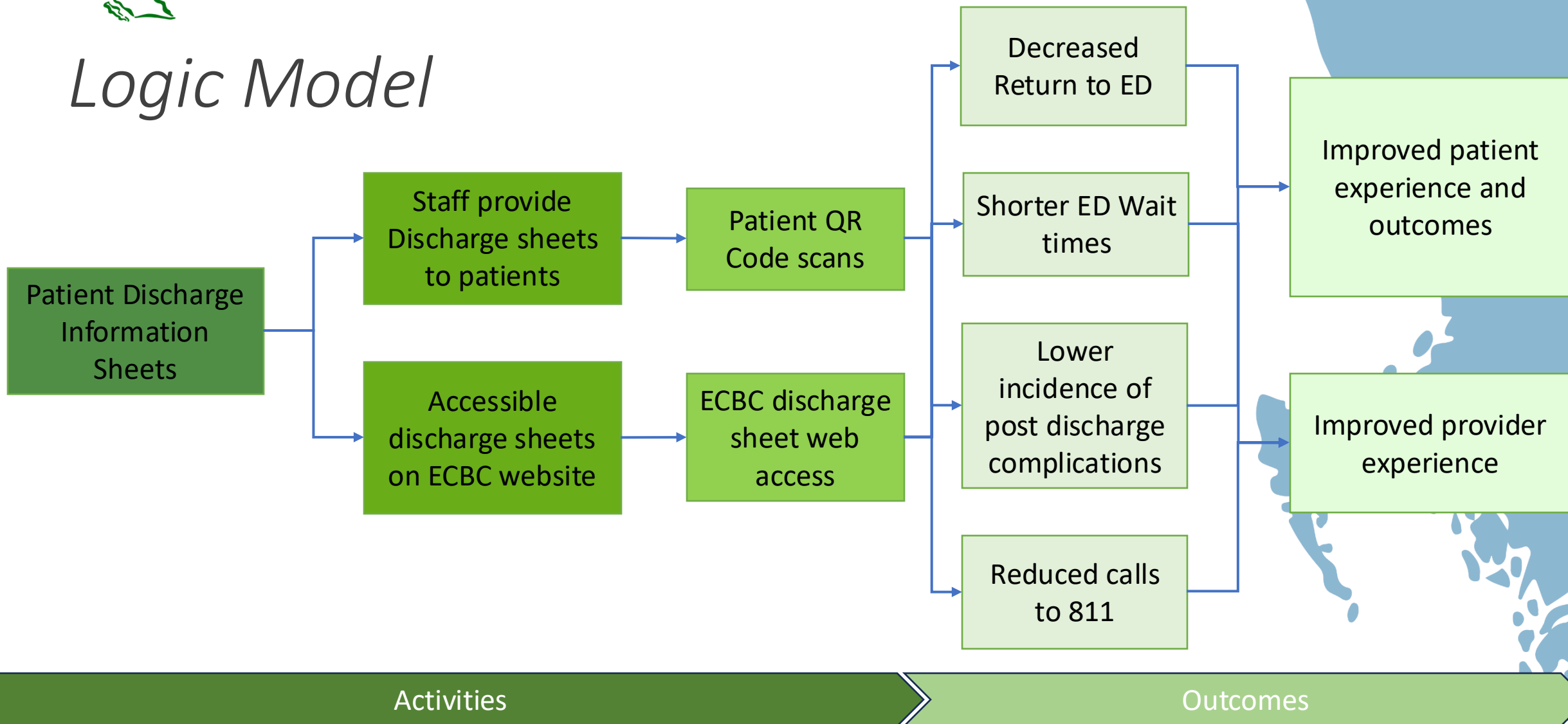
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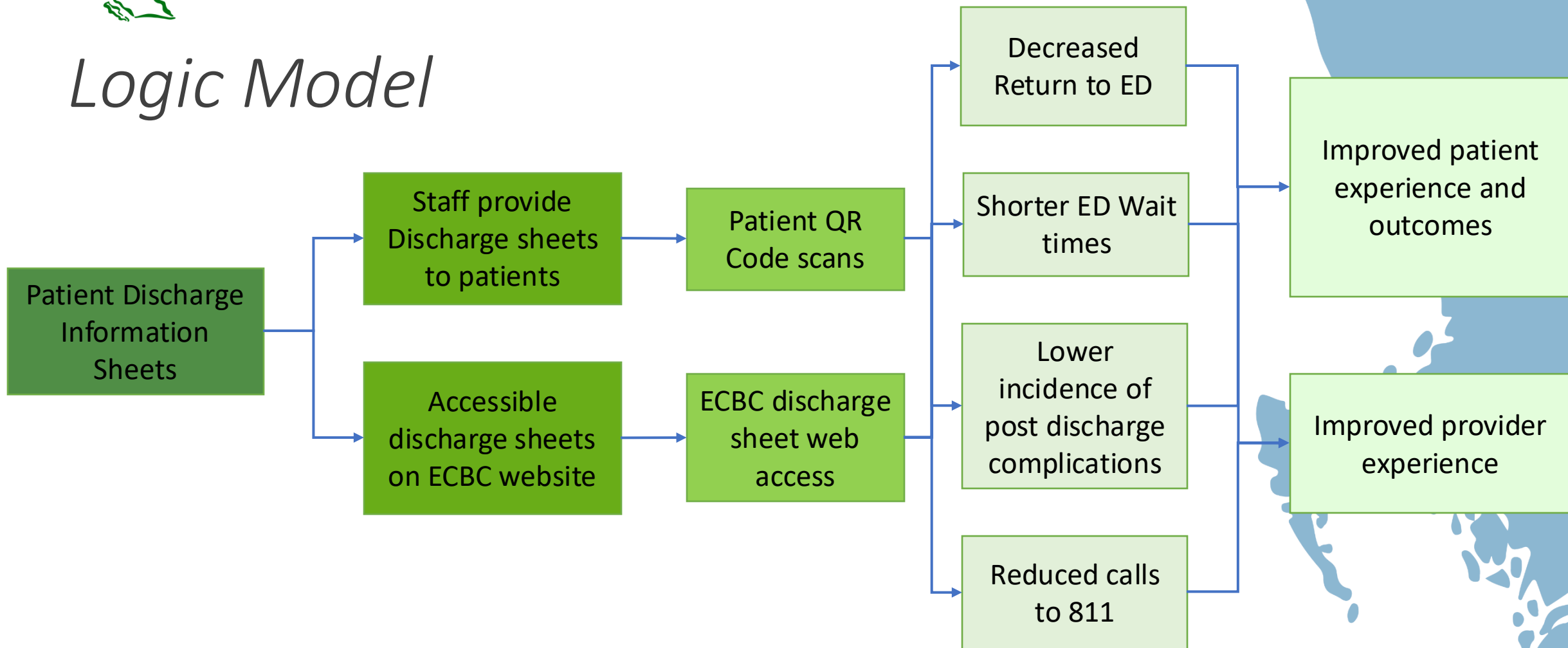
# Logic Model



# Evaluation Overview

- Early stage of program launch → small scale evaluation to prove concept, reiterate and use as foundation to launch province wide
- Focus of learning
  - Implementation
    - How reliable is it to for ED providers to handout Patient Discharge sheets?
    - Is there an efficient way to implement patient discharge sheets into the ED workflow?
  - Evaluation
    - How do the Patient Discharge Sheets improve patient education? - Compare return to ED pre and post intervention around specific common ED diagnosis

# Logic Model



Activities

Outcomes

Implementation

Evaluation

# Next steps: Initial Evaluation

- 1 Emergency Department as focus of initial evaluation site (ie. Penticton, Oliver)
- Develop framework of implementation with the partners at the site
- Launch ongoing evaluation with staged analysis plan





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# Questions and Brainstorm