

Automating Patient Contact After ED Discharge Enhances Safety and Reduces Risk

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Background

While most claims against emergency departments (EDs) are closed without a payment to the plaintiff (70 percent), the amount of indemnity per paid claim averaged \$188,572. Of all claims, the top two are:



Source: Brown TW, Mccarthy ML, Kelen GD, Levy F. *Acad Emerg Med.* 2010;17(5):553-60.

A system that contacts a patient after an ED discharge to assess well-being, understanding of aftercare instructions (including follow-up and prescription compliance), and satisfaction with ED providers, may both enhance safety and mitigate risk.

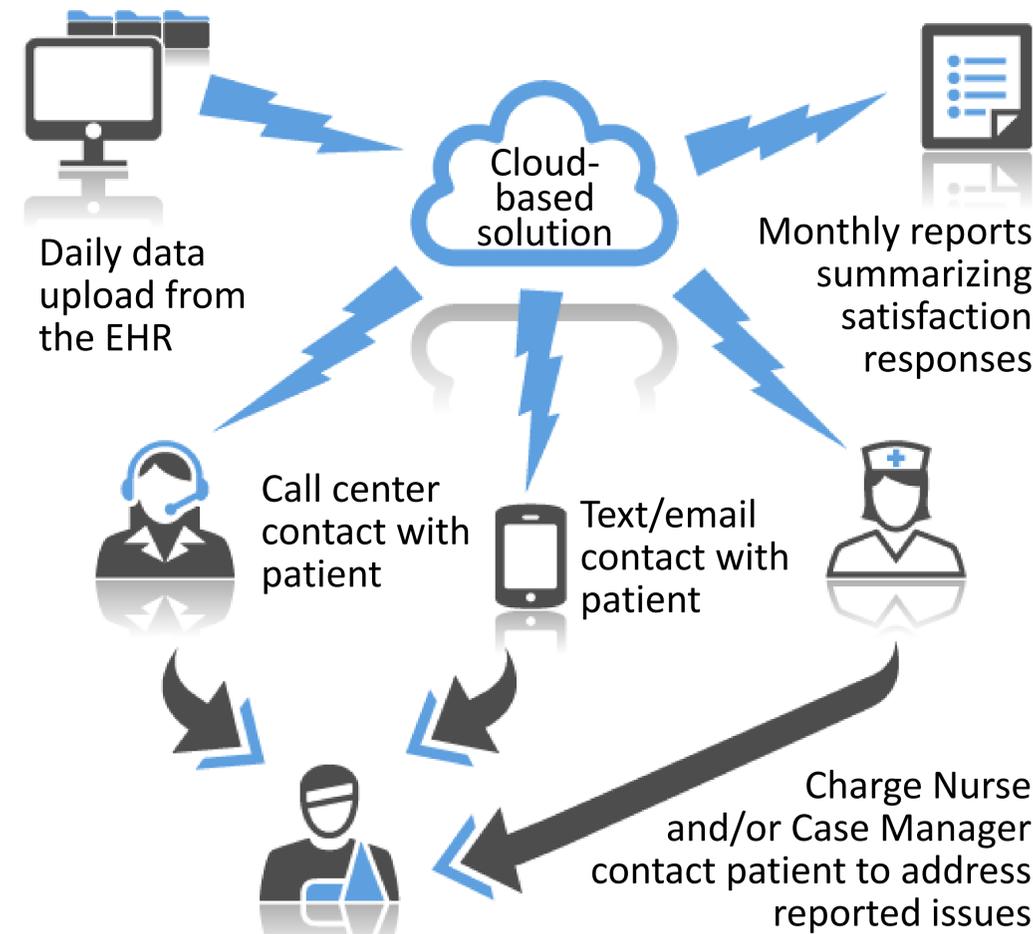
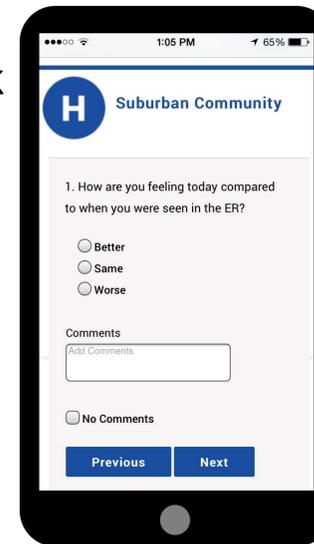
Objectives

- Efficiently assess patient wellbeing on the day after discharge.
- Alert providers to gaps in understanding of aftercare instructions.
- Document patient satisfaction with providers and the overall ED experience.

Methods

Deployed a cloud-based feedback solution (SMARTworks® EffectiveResponse, Standard Register Healthcare, Dayton, OH) in a suburban health system with 90,000 annual ED visits.

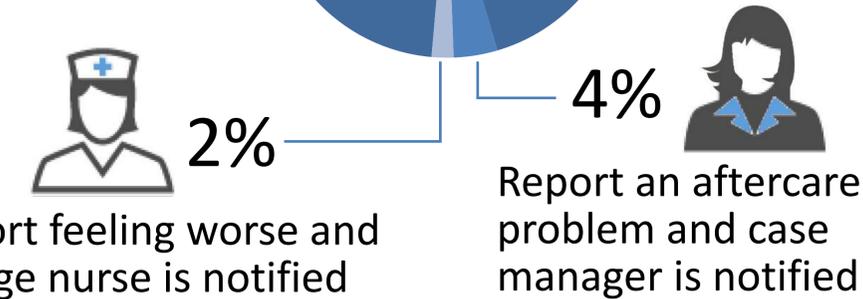
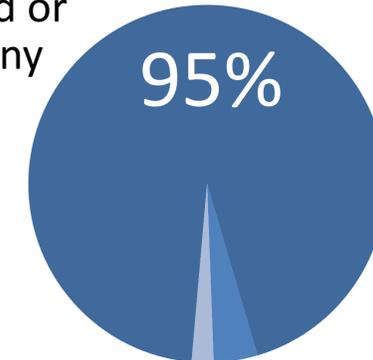
Five self-assessment questions are deployed to assess patient wellbeing and satisfaction.



Results

- Patients who respond electronically to requests for feedback:

Report unchanged or improving and deny aftercare barriers (percentages do not equal 100% as some patients answer "yes" to both queries)



- Addressing service issues and other non-clinical complaints in a timely manner reduces the burden of non-meritorious claims mainly by correcting misperceptions and deescalating angry patients.

Conclusion

Reaching a large cohort of patients electronically and responding to a wide variety of issues improves outcomes, enhances patient safety and satisfaction, and may reduce costs associated with claim litigation.