



<p>Team Name: Critical Care and Medicine Team</p> <p>Team Lead: Critical Care and Medicine Team Lead</p> <p>Approved by: Regional Lead – Acute Care &amp; Chief Nursing Officer</p>	<p>Reference Number: CLI.5110.SG.007</p> <p>Program Area: Critical Care</p> <p>Policy Section: General</p>
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*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**STANDARD GUIDELINE SUBJECT:**

Emergency Department Coordinated Care Plan

**PURPOSE:**

To provide a mechanism for generating and communicating care plans for patients with complex care need(s) who present to emergency departments (ED) using Emergency Department Information System (EDIS) care plan activation feature.

**IMPORTANT POINTS TO CONSIDER:**

An ED care plan requires the participation of a minimum of two (2) health care providers, preferably from different disciplines, and the patient/designate.

Only the Clinical Resource Nurse (CRN) or the Clinical Services Manager (CSM) have care plan activation authority in EDIS.

Patients with complex care needs who would benefit from ED care plan activation are those who frequently use the ED to address specific health issues where provider responses are time sensitive or would benefit from a standardized approach to care. Some examples are:

- Anyone with unusual life threatening allergy responses.
- Pediatrics with chronic conditions and a specific prescribed intervention regimen.
- Patients with mental health issues who respond most appropriately to specific behavioral approaches or treatments during a crisis episode.
- Patients with chronic conditions whereby a pre-planned approach exists to treating periods of exacerbation (e.g. systemic lupus erythematosus).
- Patients with chronic pain.

## **PROCEDURE:**

1. Develop a patient-specific and patient-centered ED care plan for patients with complex care need(s) that includes but is not limited to:
  - Medical history;
  - Frequent presenting complaint(s);
  - Clinical information about the condition(s) for assessment and treatment in the plan of care;
  - Risks and barriers to safety and well-being;
  - Contacts if applicable;
  - Care plan for return visits;
  - Name of participants in the care planning process.
2. Review all aspects of the ED care plan with the patient or designate.
  - Ensure that the patient or designate understands the implications of the plan of care and that it will be shared between EDs wherever care is sought.
  - If a risk of serious harm is identified follow *Personal Health Information Disclosure Due to Risk of Serious Harm* (CLI.4110.PL.016) policy.
3. Prescriber/Designate: document the details of the care plan on the *Emergency Department Coordinated Care Plan Record* (CLI.5110.SG.007.FORM.01) and indicate its completion in the discharge summary in the EDIS electronic patient record (EPR).
  - Place the *Emergency Department Coordinated Care Plan Record* in the non-electronic patient's health record.
4. Activate the care plan alert in EDIS:
  - CRN or CSM: activate the care plan alert using EDIS and document this action within the ED visit EPR.
  - If plan of care is developed when the CRN or CSM is not on site, request activation as soon as it is possible.
5. Keep a copy of all care plans developed in the ED in a binder; place original in the patient health record.
6. Review the care plan during each ED patient visit at the originating site.
  - Any/all providers: document each review of the care plan with the patient during each ED visit.
  - Update care plan as needed.
7. When patient presents at an alternate ED with EDIS capacity and patient has care plan alert activated:
  - Request for a copy of the *Emergency Coordinated Care Plan Record* (CLI.5110.SG.007.FORM.01).
8. Discontinue ED care plan when:
  - Based on a joint review of the care plan with patient/designate, the plan is assessed as no longer needed;
  - Health care issue(s) is/are resolved (update health care issues in EDIS EPR);
  - The patient refuses to comply with the care plan.

9. Deactivation of ED Care Plan

- CRN/CSM - deactivate the care plan alert in EDIS as soon as possible once decision to deactivate is made.
- Document the discontinuation of the care plan alert, including reason for the care plan deactivation.
- Remove Care Plan from Binder.

**SUPPORTING DOCUMENT:**

[CLI.5110.SG.007.FORM.01](#) Emergency Department Coordinated Care Plan Record

**REFERENCE:**

[CLI.4110.PL.016](#) Personal Health Information Disclosure Due to Risk of Serious Harm