

# **INTERACT<sup>II</sup>**

## **Instructions for the Quality Improvement Tool for Review of Acute Care Transfers**



### **Purpose:**

This tool is used to review acute care (non-elective) transfers of residents to an emergency department or for direct admission to the hospital. The questions on the tool guide you through: What was going on when the resident was transferred? What factors influenced the decision to transfer the resident to the emergency room or hospital? Could this transfer have been avoided? How? What could we do differently next time?

Consistent use of this tool will help your nursing home:

- Understand the reasons for acute care transfers of your residents
- Identify possible opportunities to prevent avoidable transfers

### **When to complete:**

The tool should be completed for 2-3 acute care transfers per week. You are looking for common patterns among your acute care transfers to help you identify possible ways to reduce avoidable transfers and improve care for your residents. In order to detect common patterns, it's important to get into the habit of analyzing each and every transfer.

The tool will provide the most useful information if it is completed within 24-48 hours after a resident is transferred to the emergency room or admitted to the hospital. People involved in the review are more likely to remember details of the transfer and the factors that influenced it if the review closely follows the event. These insights will be invaluable in generating ideas for improving care in the future.

### **Who to involve:**

There are a variety of ways to carry out the review process. You can integrate this tool within your nursing home's usual quality improvement process – or you might convene a new group to focus on acute care transfers. What is most important is that the tool is completed for all residents with unplanned acute care transfers and that it is completed soon after the transfer occurs.

### **Helpful Hints:**

- **Complete all sections of the tool:** The tool is designed to help guide you through a brief but comprehensive analysis of key factors that often lead to unplanned and potentially avoidable transfers.
- **Complete each section in order:** There is an underlying order to the questions in the tool. The analysis starts with the events of the transfer and helps analyze important factors leading up to it.
- **Involve staff who affect the process in the review:** Staff who are involved in the transfer process may provide critical information about what worked, what didn't, and how to improve transfers in the future.