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Discharge Planning from the Emergency Department

Moderator: Pat Blaisdell, FACHE
Panelists: Marvin Mitchell, RN
Melody Thomas, RN, BSN, ACM-RN




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Pat Blaisdell, FACHE
Vice President, Policy
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Marvin Mitchell, MBA, BSN, RN
Director of Case Management and Social Work
San Geronio Memorial Hospital



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San Geronio Memorial Hospital

- A semi-rural community district hospital in the San Geronio Pass just west of Palm Springs.
- The district has about 60,000 residents scattered over a large area that encompasses Calimesa to the west, the Morongo Nation to the east
- Demographics:
 - Growing number of middle-class families finding affordable homes
 - Significant population retired and elderly individuals, generally financially secure
 - Large Medi-Cal and Medi-Medi population
 - Steady stream of patients in BH crisis and with SUD



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Social Work in the ED

5150 throughput: Initial Strategy


- How and why?
- What, exactly, is supposed to happen
- Impasse

Hands-on Approach: Direct engagement for better outcomes

- 5150 Authorizations
- Inpatient alternatives
- Role of Substance Use Disorder (co-occurring disorders)



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Substance Use Disorder Navigation

Began with CA Bridge to Recovery Grant (“Bridge”) as a portal of entry for Medication Assisted Treatment for Opioid Use Disorder

Expanded to include a SW Navigator with post-discharge live referrals and telephonic follow-up, partially grant funded

Connecting patients community providers for co-occurring disorders



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Melody Thomas, BSN, ACM-RN
Director of Clinical Services-Case Management & Social Services
Scripps Mercy San Diego & Chula Vista Hospitals



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Scripps Mercy San Diego & Chula Vista Hospitals

Scripps Health located in San Diego County, CA
 5 Hospital Locations: Scripps Encinitas, Scripps Memorial La Jolla, Scripps Green Hospital and Scripps Mercy Hospitals

- Scripps Mercy San Diego
 - LPS Designated Facility
 - Level 1 Trauma Center
 - Average Daily Hospital Census 306 patients
 - Average Monthly ER Visits 6,002 with 1,209 admissions per month
 - Geriatric emergency department accreditation
 - Homeless patients cared for in FY22: 10,504 visits from 4,397 unique patients
- Scripps Mercy Chula Vista
 - 7 miles from the San Ysidro International Border Tijuana, Mexico
 - Average Daily Hospital Census 120 patients
 - Average Monthly ER Visits 4,581 with 647 admissions per month
 - Geriatric emergency department accreditation
 - Homeless patients cared for in FY22: 3,705 visits from 1,806 unique patients



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Scripps Case Management & Social Services ER Model


- Scripps Mercy San Diego Staffing Model:
 - RN Care Managers 7 days a week, 1 Day Shift & 1 Evening Shift
 - Social Workers, 7 days a week, 1 Day Shift & 1 Evening Shift with 24/7 On-Call Services
- Scripps Mercy Chula Vista Staffing Model:
 - RN Care Managers 7 days a week, 1 Mid-Shift
 - Social Workers, 7 days a week, 1 Evening Shift with 24/7 On-Call Services
- Primary Focus for ER Care Managers (RN) is to address safe discharge dispositions and avoid unnecessary admissions to the hospital facilitating Discharge to Skilled Nursing Facilities (SNF), Home with Home Health Services including Home Infusion, Facilitating Hospice Services and/or Facilitating Durable Medical Equipment (DME) and more!
- Primary Focus for ER Social Workers is to address immediate patient safety concerns such as mandated reporting for Child Protective Services (CPS), Adult Protective Services (APS), Domestic Violence, Sex/Human Trafficking, Trauma Cases with a positive Urine Drug Screen (UDS) and more!


Additional Service Lines supporting Emergency Rooms:

- Psychiatric Liaison Team (PLT) immediate crisis intervention for placing patients on legal involuntary holds (RN's, LCSW or LMFT) (24/7 Availability covering all 5 Scripps Hospitals)
- Substance Abuse Counselors (Medication Assistant Treatment): 1 Evening Shift Monday – Friday



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 **Scripps Examples of Success**


Family reunification Center with Downtown San Diego Partnership (San Diego Housing Commission)/Catholic Charities: 90ish y/o female who was living in her car in LA with her grandson. Came to San Diego because he needed to present to court. She was at the airport looking to get a ticket to her daughter's house in Idaho and fell at the airport going up the escalator. Turns out she did not have money for a ticket, was hoping her daughter could buy her one. Coordinated with the Family Reunification Center to obtain a greyhound ticket to her daughter's home in Idaho. It was a very early morning bus, 06:30 departure the next morning. Then needed to coordinated Catholic Charities who was able to provide a shelter bed for her to stay at overnight as well as provided transportation to the bus station in the morning.

Father Joseph Street Medicine Team: Referred a 60yr old female with medical conditions that patient had been chronically homeless referred to the Father Joe's street team (NPs and medical providers that care for patients' medical needs on the streets of San Diego). Coordinating referrals from the Scripps ER directly to this outside agency, Father Joe's Street Team, where the Street Team was able to contact the patient and they were able to find out she was already on a wait list for housing. Father's Joe's Street Team was able to get her into long term supportive housing by meeting her to address her medical needs .


CA Bridge Program: Scripps Mercy San Diego & Chula Vista has a Medication Assistance Treatment (MAT) program where the Substance Abuse Counselors are working with the patients to connect them to outpatient MAT programs. This includes working with the ER physicians on ordering Suboxone and/or other medications to help patients with Opioid Dependency. It is a collaborative effort with our ER Care Managers/Social Workers referring to our MAT Counselors to ensure as many patients as possible are referred appropriately to this fantastic program.



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Questions



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