

LHH Acute Care Transfers Update

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- Transfer of LHH residents to acute hospitals can result in disruption of continuity of care
- When LHH residents are sent to other hospitals, communication and coordination is compromised due to:
 - Uncertainty about hospital destination
 - Lack of access to records

Countermeasures:

- Maximize continuity of care by direct admitting to ZSFG, when feasible
- Maximize patient safety by transporting unstable patients to the most expeditious ED
- Improve communication and coordination of care for residents in acute care hospitals

- Health Information Exchanges (HIE)
 - LHH physicians have registered with the HIEs at UCSF, Dignity Health, and Sutter Health hospitals
 - This will markedly improve their ability to monitor residents/patients in real time and improve quality of care
- Systemic Changes
 - LHH proposed language for the ambulance contracts that the ambulance notify LHH if there is a change in the destination hospital after leaving LHH
- LHH implemented new internal acute transfer protocols
 - Start date was October 1, 2016

Questions, Comments, Discussion