

## CTM 15

### **Navigating the Emergency Department: A Collaboration Among Hemophilia Treatment Center Staff, Emergency Department Staff & Bleeding Disorder Chapter Staff**

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#### **Submission Group**

Collaboration/Team Models

#### **Abstract**

**Introduction:** Patients with hemophilia often experience delays in the assessment and treatment of a bleeding episode in the emergency department. They also experience challenges with the emergency department staff not knowing treatment protocol or the importance of receiving factor before diagnostic studies. Previous attempts at doing outreach education to the emergency department staff have not been successful due to the large volume of staff and to the frequent staff turnover. A report obtained from our electronic medical record system has confirmed that on average patients experience wait times for treatment in the emergency department that could be reduced. **Long-term Goal:** To have patients receive prompt assessment and treatment of a bleeding episode/injury in the emergency department. **Objectives:** To educate patients and their families on how to prepare for going to the emergency department at Cincinnati Children's Hospital Medical Center for a bleeding disorder as well as how to prepare for going to the emergency department at an outside hospital while traveling. To educate patients with hemophilia and their family members on how to communicate effectively with the emergency department staff and how to advocate for the prompt assessment and treatment of a bleeding episode. **Methods:** A collaborative team, consisting of staff from the Hemophilia Treatment Center at Cincinnati Children's Hospital and the Emergency Department at Cincinnati Children's Hospital, worked together to develop an educational card that can be shown by patients/families to the emergency department staff. The hemophilia team developed an educational document for patients and families, entitled "Navigating the Emergency Department: Tips for Bleeding Disorder Patients". The hemophilia and emergency department teams also collaborated with the Tri-State Bleeding Disorder Foundation to hold an education dinner for patients and families focused on navigating the emergency department. **Summary:** The educational card, entitled the "1-2-3 ED card", includes information about general factor dose information, definition of bleeds, and treatment protocol. The card emphasizes the importance of patients receiving factor before diagnostic studies and also reminds the staff of the internal policy that permits the use of home factor in the emergency department. The educational document, which is written at a lower health literacy level, highlights information on how to prepare for the emergency department and how to communicate with the staff while there. Staff from the hemophilia and emergency department teams comprised a panel for the education dinner and it was well attended by families. **Conclusion:** Utilizing an educational card for the emergency department staff and an educational document for patients/families combined with an educational dinner featuring an expert panel has resulted in the patients and families experiencing an increase in knowledge related to preparing for an

emergency department visit and on communicating effectively with the emergency department staff.