What do ED care coordinators do?

A collaborative study
Outline of session

- Background to EDCC
- Defining EDCC
- Rationale for the project
- Methodology
- Results
- Discussion
Background

- Rising hospital demand - unsustainable
- Increasing acuity of patients, aging, complex and chronic needs
- Fundamental change in the nature of ED’s
- Targets and KPI’s
- Client centered care, quality and evidenced based practice
- Workforce reform
What is EDCC?

- Client Centred
- Psychosocial focus
- Proactive Case Finding
- Allied Health intervention
- Discharge/Care Planning
- Continuity of Care
- Capacity Building
Rationale

- New and innovative service delivery models with limited research/literature
- Recognition of the role and future opportunities for development
- Move towards mainstreaming and some uniformity
- Collaboration and process benchmarking
- Workforce development
Methodology

- Time in motion study
- Identifying client attributable and non-attributable activities across two health services-3 sites
- Collated in data base
- Descriptive analysis of results
SVHM & WH EDCCs by Discipline Type (N=18)
Time Spent By SVHM & WH EDCCs on Activities Relating to Patient Attributes

- Reading medical file/report database
- Referral – External
- Liaison Other
- Accepting/Discussing Referral
- Liaison Community Agencies
- Liaison – Medical/Nursing Staff
- Handover
- Case Finding
- Documentation
- Assessment Psychosocial

Percentage
Time Spent By SVHM & WH EDCCs on Each Mode of Intervention

- Face To Face (patient)
- Face To Face (patient's significant other(s))
- Face To Face (staff)
- Faxing, emailing, photocopying
- Face To Face (Significant Other(s))
- Other (Comment on spreadsheet)
- Telephone (service provider)
- Telephone (patient)
- Telephone/page (staff)
- Report reading or writing
- Face To Face (patient)
<table>
<thead>
<tr>
<th>Activity</th>
<th>CCOT</th>
<th>Activity</th>
<th>CCPT</th>
<th>Activity</th>
<th>CCRN</th>
<th>Activity</th>
<th>CCSW</th>
<th>Activity</th>
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<tbody>
<tr>
<td>Assessment Psychosocial</td>
<td>17.3%</td>
<td>Assessment Psychosocial</td>
<td>23.2%</td>
<td>Assessment Psychosocial</td>
<td>15.0%</td>
<td>Assessment Psychosocial</td>
<td>13.2%</td>
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<tr>
<td>Documentation</td>
<td>14.3%</td>
<td>Treatment</td>
<td>13.8%</td>
<td>Documentation</td>
<td>13.0%</td>
<td>Case Finding</td>
<td>10.3%</td>
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<tr>
<td>Liaison Med/Nursing Staff</td>
<td>5.6%</td>
<td>Handover</td>
<td>10.1%</td>
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<td>12.8%</td>
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<td>8.8%</td>
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<tr>
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<td>Liaison Community Agencies</td>
<td>5.2%</td>
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Discussion

- Broad skill base
- Orientation
- Core competencies
- Professional development
-Flexibility
- Innovative interdisciplinary models
- Communication
"I'm a hunter, but I've been cross-trained as a gatherer."