

Innovations for Institutional Turnover

emRIC 2023

Dan Schnorr, MD, San Carlos Apache Healthcare Center
Paul Charlton, MD, Gallup Indian Medical Center

Excellence

+

Sustainable

Innovations

- CCC Coordinating Opportunities (Paul Charlton)
- Communication Interventions (Dan Schnorr, San Carlos Apache)
- Any 2080 Flexible Schedule (Jeanie Ringelberg)
- POCUS Task Force (Ashley Sullivan, Mike Henry)
- Cultural Safety Task Force (Sheryl Livingston)
- Peer Support Worker Pilots (Emily Bartlett)
- HALO education, co-branded Difficult Airway (Emily Bartlett, Paul Charlton, Topher Jentoft)
- Sharing Clinical Pathways / QAPI / Data (Jeanie Ringelberg/all)
- Interfacility Transport (Topher Jentoft / Chelsea White)
- Others!

IHS Emergency Medicine CCC Opportunities



CCC



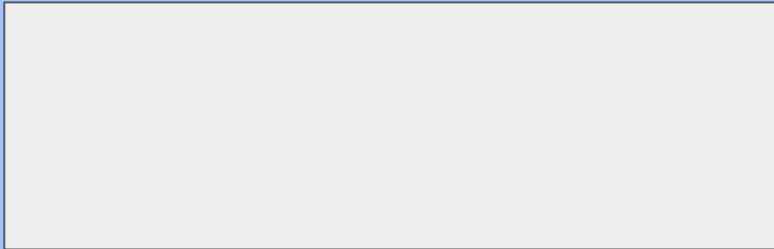
**Core
Group**



**Community
Advisory Group**

Goals:

- Improve quality of EM care across system
- Coordinate strategic vision and plans
- Build relationships across regions
- Support one another + spread best practices
- Facilitate idea exchange between EDs & HQ



EM Advisory Committee

Representation from each region
Quarterly Zoom



Task Forces on Specific Issues

Leadership roles on specific national-level
issues or projects

CCC questions

IHS Integrated EHR

Site Visits

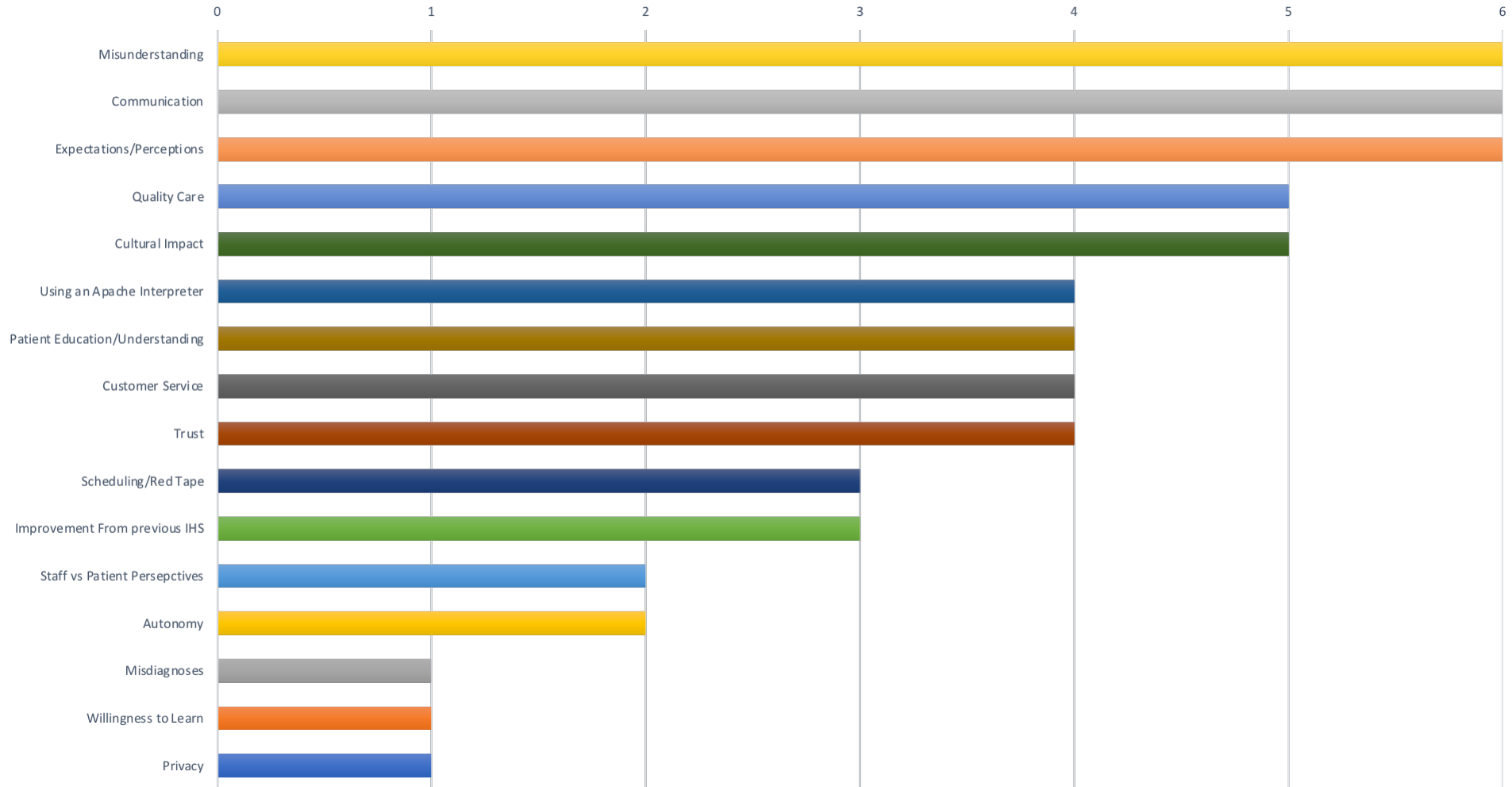
How to support ED operations / ED Directors?

Restart Slack channel? Other avenue? ECHO?

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Patient Satisfaction - Major Themes Across 6 Interviews





VISIT SUMMARY AND DISCHARGE INSTRUCTIONS

You were evaluated today for:	Name: Date: MRN:
Your evaluation included: <input checked="" type="checkbox"/> Triage screening <input checked="" type="checkbox"/> Vital sign monitoring <input checked="" type="checkbox"/> Physical exam <input checked="" type="checkbox"/> Chart review <input type="checkbox"/> EKG <input type="checkbox"/> Blood tests <input type="checkbox"/> Urine tests <input type="checkbox"/> Swabs (Flu, COVID, RSV, Strep) <input type="checkbox"/> Radiology (X-Ray/CT/MRI/Ultrasound) <input type="checkbox"/> Specialty consultation	Your important results, findings and diagnoses:
Your treatment team: Dr. ***, RN ***, Tech *** Signature:	
Your treatment plan: <input type="checkbox"/> In the ER today: <input type="checkbox"/> New prescriptions in/from the Pharmacy: Phone # 928-475-1300 Hours M-F 8am-6pm <input type="checkbox"/> Other:	
Return precautions: Your evaluation indicates that you are safe to go, but things could always change. Return to the ER for any worsening or concerning symptoms. Especially look out for:	



VISIT SUMMARY AND DISCHARGE INSTRUCTIONS

Your Follow-Up Plan

<input checked="" type="checkbox"/> Follow up with your Primary Doctor: <input type="checkbox"/> Dr. Jeffery Bushman <input type="checkbox"/> Dr. Jorge Colon <input type="checkbox"/> Dr. Christine James <input type="checkbox"/> Dr. Elizabeth Snyder <input type="checkbox"/> Dr. James Cabeen <input type="checkbox"/> Dr. Mara Hover <input type="checkbox"/> Dr. Brian Karchner <input type="checkbox"/> <input type="checkbox"/> You will be called for an appointment <input type="checkbox"/> An appointment has been scheduled on: <input type="checkbox"/> Call for an appointment: San Carlos: 928-475-1351 Bylas: 928-475-7112
<input type="checkbox"/> Follow up in San Carlos Specialty Clinic: <input type="checkbox"/> You will be called for an appointment <input type="checkbox"/> An appointment has been scheduled on: <input type="checkbox"/> Call for an appointment: Cardiology clinic: 928-475-1451 Diabetes clinic: 928-475-1466 Women's clinic: 928-475-1470 Other specialties: 928-475-1463
<input type="checkbox"/> An outside referral has been placed for: To check on the status of your referral, call 928-475-1298
For questions or concerns call the Nurse Hotline: 833-361-9550 For Emergencies call the San Carlos Ambulance: 911 or 928-475-0911 Other important resources: Non-emergency transport: 928-475-4007 General hospital information: 928-475-1400 Patient advocate: 928-475-1234 Wellness Center: 928-475-1500 <div style="display: flex; justify-content: space-between;"> <div data-bbox="1039 926 1375 974"><h2>Any Questions?</h2></div> <div data-bbox="1394 919 1715 936">Thank you for trusting us with your care.</div> </div> Patient <u>Signature:</u> _____

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Any 2080

- IHS specific
- 52 weeks per year x 40 hours per week = 2080 hours each year
- Flexibility in how you work those hours
- Helps supervisors cover shortages
- Helps staff with retention and wellness
 - GIMC 2024: offer month-long internal “sabbatical”
- Currently GIMC + NNMC (permanent)
- Currently only full-time Emergency Physicians
- Opportunities:
 - Expand to more sites
 - Expand to other roles
 - Expand to less than full-time (will be hard)

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