

**October 30, 2020 Health Systems Roundtable
Northwell Health
Strategies for GED Accreditation Across a System**

Northwell Health is a large health system located in the state of New York, where it is the largest private employer. Northwell Health has successfully accredited 17 EDs into Geriatric Emergency Departments, demonstrating a level 3 accreditation across an entire system.

They found success to continue the focus on geriatric patients in their EDs by implementing a monthly inter-site communication meeting between the Division of Geriatric and Palliative Medicine and Emergency Medicine teams. The teams included in the monthly meetings, referred to as the Geriatric Emergency Medicine (GEM) Committee review geriatric cases and address quality of geriatric care in the ED as part of their goals for these meetings. GEM also recognized that it is important to provide their Champions with tools to teach their teams/ peers about clinical practices, share policy implementation strategies and recommendations, and support EDs that want to increase their ACEP Geriatric ED Accreditation Level.

Application Preparation:

Individual Site:

- Each site wrote their application to highlight their unique population and best practices

GEM Advisory Board:

- Northwell's EMSL reviewed each application for quality and standardization
- GEM Board leads system- wide education and collaboration

ACEP Guidance:

- GEM Board partnered with ACEP leadership to match applications to guidelines
- EMSL provided a detailed Service Lien Model of organization

To Consider:

What EHR is Northwell using and are all sites on the same EHR?

There are 14 sites that are using the same EHR, which is the Sunrise EHR platform (AllScripts). All sites' data can be reviewed on Tableau- where they are able to compare and analyze the data.

Were there efficiencies in starting with all EDs at once, instead of in waves?

Northwell thought it was a smart idea to do this all at once and create a buzz in getting people to be excited about age friendly and older adult care. For their system specifically- it is a norm for them to roll out policies system wide, and tweaking those at certain sites, if need be. They were able to agree to receive funding all at once to accredit all EDs. They took advantage of that opportunity and were able to accredit those 17 EDs within a year.

What happened when COVID hit? How did you keep momentum of GEDs?

It was a great benefit that the frontline workers had over a year of GEM experience when COVID hit. They were able to create a remote/ virtual system to conduct calls with patients and families to go over Goals of Care. The team created this remote access within 7 days and rolled it out to 11 of the EDs. Patients/ families could request a Goals of Care consult and would receive a call from a provider.

How did you roll out the implementation/ accreditation? Were pilot sites used?

Northwell decided to do all 17 sites at the same time, no real pilot site for this. It is important to start with a needs-assessment for each site. There needed to be a champion at each site to implement this. Also, having a strong, physician and nursing partnership is super important for success.