

## GEDC Boot Camp

### CASE STUDY: Mrs. Schwach

#### GOALS

1. To increase familiarity with the GED Guidelines;
2. To elicit different perspectives on the same clinical problem;
3. To identify some opportunities for Quality Improvement.

#### WORKSHEET

1. How would this patient be managed in your ED?
2. What specific problems would you identify with managing her in your ED?
3. What components of the GED Guidelines (Staffing, Education, Transitions of Care, Policies and Procedures, Physical Environment, Quality Improvement) might make her care better?

#### YOUR ASSIGNMENT

Your group's spokesperson will describe:

- One barrier to quality care for such a patient and**
- One opportunity for improvement that you could implement**

#### CASE:

Mrs. Schwach is an 80-year-old retiree who calls the ambulance on Tuesday morning because she's "not feeling right" on waking at 0800. She looks well and is in no distress so is triaged ESI 4 and placed in a bed.

She can't remember what medications she takes, did not bring her list, and EMS did not bring the bottles. She has had no previous visits at your hospital.

She thinks she may have had some chest pain and so is placed on a monitor. She can't void on the bed pan and so she has a catheter inserted. Her daughter from Ontario reaches her on her cell and subsequently calls the nurse to say that "Mom seems a little off." This information is not recorded or passed on.

It's a busy day in the department so she waits 3 hours before being seen by the doctor. She mentions that she may have had some abdominal pain yesterday, so an ultrasound is ordered for 1500 and she is kept NPO for that test. It is reported at 1700 as "unremarkable with no acute findings." Her bloodwork, including two Troponins, is all back and is normal.

She is prepared for discharge at 1800 with diagnosis and plan of "No Acute Medical Problem; Follow up with family doctor." She is very weak and light-headed on standing and can't find her house keys or any money for a taxi home.

The physician is ready to go home, and it's change of shift for the nurses.