

## Evaluation of **WISE**: a **Welcoming Interdisciplinary Senior-Friendly Emergency Department**

As the only acute care hospital in New Haven, Yale-New Haven Hospital is responsible for providing emergency care to the entire Greater New Haven population. In 2013, the three Yale-New Haven Hospital adult Emergency Departments (ED) provided 188,000 ED visits to 40,000 adults  $\geq$  65 years of age. Nationally, 20% of Medicare beneficiaries are readmitted within 30 days of discharge; up to 50% of these readmissions may be avoidable. Because the hospitalization and readmission cascade often begins in the ED, targeting the care provided in the ED is a critical component to reducing unnecessary hospitalizations and readmissions among older adults. As such, a committee with representation from Emergency Medicine, Geriatrics and senior hospital leadership worked together to develop **WISE**: a **Welcoming Interdisciplinary Senior-Friendly Emergency Department**.

WISE has 5 major components: 1) Availability of assistive equipment and physical modifications that promote sensory input, time orientation, and safe mobility; 2) Knowledge and skill development of ED staff on geriatric syndromes through a multicomponent strategy including case-based discussions and point-of-care electronic geriatric resource material; 3) Strengthening buy-in of ED leadership by connecting ED providers with national geriatric emergency medicine leaders and by Emergency Medicine attendance at the American Geriatrics Society Annual Scientific Conference; 4) Standardized, evidence-based, and feasible protocols for the management of common geriatric emergency medicine conditions such as falls, delirium, agitation in patients with dementia, hip fractures, dizziness, gait disorders and stroke. Adherence to the protocols will be reinforced through triggers imbedded in the EPIC electronic health record; 5) Weekday interdisciplinary rounds that include care coordination, Emergency Medicine providers and Geriatric clinicians.

We will use administrative data and chart review to evaluate the effect of WISE on the process of care delivery in the Yale-New Haven Hospital-St. Raphael's Campus ED. Effectiveness will be determined by examining how often the clinical protocols are utilized, the proportion of older adults referred to the Geriatrics Consultation Service, use of urinary catheters and physical restraints and Press Ganey patient satisfaction scores. We will also examine established metrics of quality geriatric emergency medicine care such as time spent in the ED for both admitted and discharged patients, the number of hospital readmissions within 90 days, ED revisits within 72 hours, and admission upgrades within 24 hours.

Future plans include the dissemination of WISE to the two additional Yale-New Haven Hospital adult EDs which would result in the provision of high quality geriatric emergency medicine care to approximately 40,000 older adults each year.