



The ED-PACT Communication Tool: *Improving Information Flow from ED to PACT*

Why improve ED-PACT communication?

- Rapid, brief, and reliable information flow from ED to PACT teams assures that patients receive urgent and specific post-ED follow-up care, helps avoid repeat ED visits, and can improve patient outcomes
- Many patients' post-ED follow-up care needs can be initiated or addressed by the PACT RN Care Manager and other PACT team-members

What Is the ED-PACT Communication Tool?

- An order that directly alerts PACT RN Care Managers to address **urgent or specific needs** of patients who are sent home from the ED
- Assures that patient post-ED follow-up care needs are addressed by bringing the PACT RN Care Manager into the communication loop

Types of Patient Needs Addressed by the ED-PACT Communication Tool	
Symptom check	Wound Care/Suture Removal
Laboratory follow-up	Care coordination for follow-up care
Blood Pressure Check	Radiology follow-up imaging

How does the ED-PACT Communication Tool work?

- ED providers enter a CPRS order indicating urgent or specific needs for post-ED follow-up care
- The PACT RN Care Manager receives a CPRS alert about the order and, working with the PACT Team, initiates or addresses the patients' care need

What are the benefits of the ED-PACT Communication Tool?

- The tool benefits PACT teams by:
 - helping PACT manage workflow, including reducing walk-ins from post-ED patients
 - decreasing ED crowding, thereby making space for PACT patients who need ED care
- The tool benefits patients by:
 - improving coordination of patient care
 - providing Veterans with a point of contact for obtaining needed care
 - improving Veterans' continuity of care
 - improving Veterans' care experiences

How can I learn more about implementing the ED-PACT Tool at my VA?

See our internal SharePoint site (access within VA):

<https://dvagov.sharepoint.com/sites/vhathe-ed-pact-tool/SitePages/ED-PACT.aspx>

For more information about the ED-PACT Tool contact:

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