

### Regional Burn Center

Team: Burn Program Start Date: 8/18/2019

Team Lead: C. Sneller Consultant:

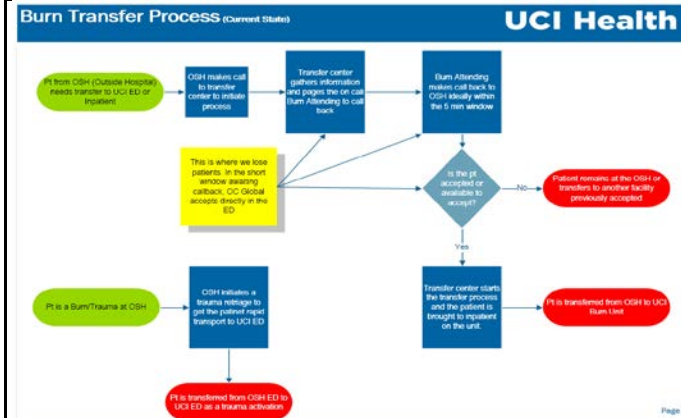
#### Problem/Need:

Outside ED facilities currently go through the transfer center to get their burn patients to UCI. The transfer center contacts the on call attending for a call back. Often times, when the facility is called back in the 5 min window, OSH (outside hospital) has already accepted the patient and we lose the opportunity for bringing the patient in. Also there is negative feedback from outside facilities dealing with the transfer center and they want an easier/quicker acceptance process.

#### Background:

UCI is losing burn patients to other local burn centers as a result of the delayed acceptance from outside ED's or the resistance to start the transfer process by case managers at outside ED's due to the "hassle".

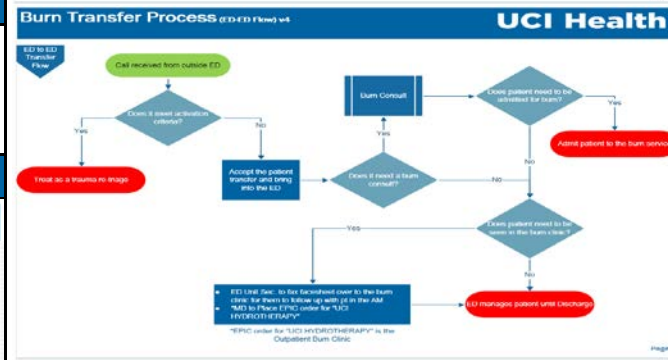
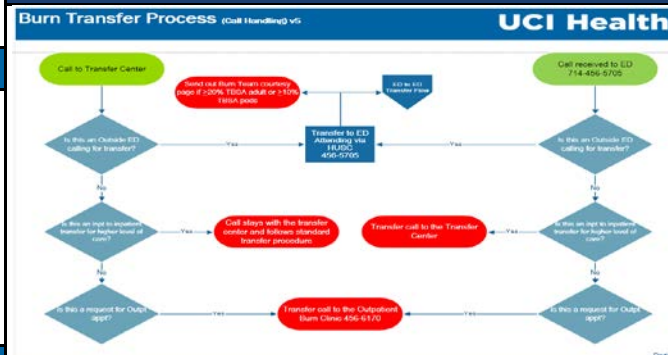
#### Current Situation:



#### Root Cause Analysis:



#### Plan:



#### Do:

Action: Who: When:

Made phone calls to every Regional Burn Center in CA to review their current process for ED referral patients. C. Sneller 8/18/2019

Met with Colette, Dr. Chandwani and Dr. Fox about Burn Transfer Process and ED-ED involvement C. Baeza 8/26/2019

Met with Sonia Lane to look at various transfer process possibilities C. Sneller 9/3/2019

S. Lane C. Baeza

#### Do (con't)

Action: Who: When:

Met with Dr. Joe, Dr. Fox, Dr Chandwani, Colette, Teresa Bruckman, Che Ochtli and myself to gain further feedback regarding ED-ED transfer process. The decision to move forward with the ED-ED process was defined. Statistics for 2018-2019 will be refined to review only ED burn referrals. V. Joe 11/6/2019  
C. Fox  
C. Chandwani  
C. Baeza  
T. Bruckman  
C. Ochtli  
C. Sneller

Flowchart completed for the process redesign for ED-ED burn patient including ED-Inpatient definitions. C. Sneller 11/13/2019

Met with Dr. Chin and Dr. Bernal for input into the current process flow. Further defining done by group. Will meet next month for final process flow approval. MS Teams group started for easier collaboration. Will add ED staff once flow approved by burn attending. T. Chin 1/15/2020  
N. Bernal  
C. Ochtli  
C. Sneller

A burn Transfer complication from Hoag Irvine prompted the move forward amid COVID to finalize this process change. An email was sent with attached flow to Dr. Chandwani and Dr Fox for final approval. V. Joe 4/30/2020  
C. Fox  
C. Chandwani  
C. Baeza  
C. Sneller

Contacted Dr. Fox re: final approval and opportunity for Dr. Joe to attend the next ED Faculty meeting to review and answer questions re: new process. Go live will be after meeting on 6-16-20 and meeting with Iman for transfer center update on process. V. Joe 5/14/2020  
C. Fox  
C. Sneller

Attend the ED Faculty Meeting to present ED-ED process change V. Joe 6/16/2020  
C. Sneller ED Faculty

Regional Burn Center

**Do:**

Action:	Who:	When:
Attend the SPPO, HS Staff meeting to review transfer center involvement	C. Sneller	6/26/2020
	N. Bernal	
	SPPO Staff	
	I. Othman	
Go Live date of July 1 2020	ED Staff	7/1/2020
	Transfer Center Staff	

**Check**

Target	Results	Eval
Review future state flowchart with Drs. Bernal and Chin for feedback for further revision	Updated from V2 to V3	Drs. Chin, Bernal, Joe

**Action:**

Launch New process 7-1-2020

**Reflections:**