Transforming Emergency Care for Older Adults
GEM Program in Queen Elizabeth Hospital

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Introduction

In Hong Kong, the population of aged ≥65 years will increase from 1.16 million in 2016 to 2.37 million in 2036.

Older people were the largest group of health care service consumers. Atypical presentation of disease, covered on complex medical and psychosocial comorbidities create pressure to existing ED system.

GEM model is evidence based acute care delivery model (Napire & MacLeod, 2009) for managing high risk seniors and rationalizing complex discharge planning needs.
Optimize patients’ journey…

1. Proactive screening and planning discharge upon admission for older adults in AED and EM Wards
2. Identification of clinical, functional, social issues and other risk factors
3. Link up to geriatric care, primary care and/or community services
4. Reduce length of stay, protect patients from hospital acquired infection or complications
5. Improve patient experience during their stay in hospital
6. Prevent avoidable readmission
GEM Care Model

1. Prospective Study between April to November, 2018

2. Care team involves: EM Doctors, GEM nurses, AH professionals

3. Inclusion: Aged $\geq$ 60 years, suffering from one of the medical illness such as 1) increasing fall with balanced deficiency; 2) Dementia; 3) Low back pain (LBP) or Joint / knee pain; 4) Decrease General Condition and 5) Dizziness.

4. Assessment: Comprehensive Geriatric Assessment

5. Interventions: Engage patients/ carers on disease management, discharge planning, coordinate community support, Post discharge telephone FU.
Results

- Total 278 patients
- Mean age: 78.6
- ALOS: 1-2 days
  Top 5 diagnosis: LBP/ back pain/ hip pain/ knee pain, Fall, Dizziness/ vertigo, HT, LL weakness
- Direct Home: **150 (54%)**
- Unplanned Readmission: **4.3%**
  (EM:8.9%; MED:15.9%)
- By pass MED admission: **74.8%**
- Bed days saved: **1,317 days**
Conclusion

- The GEM program was proven a success demonstration of integration of clinical expertise and skill-mix.

- GEM nurses are an important component of the care continuum and take the functional roles that assist in ED service provision from a nursing perspective.

- GEM model achieved the objectives and improve patient experience during their stay in hospital and prevent avoidable readmission.