Enhancing EHR Data and Patient Outcomes through Empathetic Screening in Pediatric ED and Trapeze Transition Services

Authors:
Whitehouse S[1], Waller D[2], Hancock J[3]

[1]University of British Columbia, [2]Western Sydney University, [3]Sydney Children's Hospital Network

Background:
Sydney Children's Hospital Westmead Emergency Department (PED) faced an increase of patients presenting with behavioral health concerns. Traditional screening and triaging were overwhelming. The Emergency Department (ED) chose to adapt e-HEEADDSS (Home, Education, Eating, Activities, Drugs, Depression,Sex, Suicide, Safety) a purpose built, comprehensive, strengths-based digital tool that had been successfully implemented in Trapeze chronic health services. Integration into the Electronic Health Record System (EHR) was critical.
The purpose of this project was:
 To implement a comprehensive, standardized, purpose built behavioral health screening tool for PED and Trapeze Service to support clinical care with improved data accuracy and reliability.
Design a triage and alert system of specific critical data points to expedite urgent care.
Integrate with EHR to improve workflow.

Approach:
Since 2015, the Trapeze Service has used e-HEEADDSS for adolescents with chronic conditions. They demonstrated that e-HEEADDSS self report didn't require clinician time for data capture and identified critical data previously missed in the HEEADDSS screening interview. There was a significantly higher rate of disclosure across all psychosocial categories compared to EHR documentation of interviews. Adapting the e-HEEADDSS for the PED, required EHR integration to decrease barriers to utilization and promote communication across the Department. To accomplish this, several workflow consultations were conducted with stakeholders to discuss staff rotation, workload distribution and communication protocols. The integration took 6 months.

Outcome:
The integration of e-HEEADDSS was completed in September 2022. Over the last 12 months, 341 patients have been screened. Findings regarding implementation impact will be presented at the conference.

Innovation and Significance:
e-HEEADDSS integrated into the EHR met PED needs for workflow efficiency and data quality. Preliminary results indicate that incorporating Digital Empathy design technology is beneficial for the effective collection of comprehensive, sensitive data in a short period of time to support quality care.