

« Check-list » of a « Senior-Friendly » Emergency Department

Project		Already in place	Priority	Useful	Impossible
S T A F F I N G	Physician champion or medical director				
	An identified nurse case manager (GEM nurse)				
	Social workers				
	Physio and occupational therapists				
	One member of the executive/administrative team				
	Patient advisor				
E D U C A T I O N	Staff physicians education plan (e.g.: www.geri-em.com)				
	Nursing personnel education plan (e.g.: www.geri-em.com)				

		Project	Already in place	Priority	Useful	Impossible
P R O T O C O L S		Screening tool for high risk patient of functional decline (e.g.: ISAR)				
		Screening tool for delirium (e.g.: CAM)				
		A dementia screening process (e.g.: MiniCOG)				
		A assessment of function (e.g.: InterRAI)				
		A standardized assessment of falls				
		An approach to identification of elder abuse				
P R O C E D U R E S		A protocol for pain management				
		A protocol for medication reconciliation in conjunction with a pharmacist				
		A protocol for accessing palliative care consultation in the ED				
		A protocol for accessing geriatric psychiatric consultation in the ED				
P O L I C I E S		At least 5 order sets for common geriatric ED presentation (ex: delirium, hip fracture)				
		A policy to minimize urinary catheter use				
		A policy to minimize NPO designation and to promote access to food and drink				
		A policy to promote mobility				
		A standardized discharge protocol				
	A protocol for PCP notification					

	Project	Already in place	Priority	Useful	Impossible
P R O T O C O L S P R O C E D U R E S P O L I C I E S	A protocol to address transitions of care to residential care				
	A protocol to minimize use of physical restraints				
	A well-established protocol allowing for further appropriate geriatric assessment not requiring admission				
	A protocol for discharge follow up				
	Use of volunteer engagement (promotion of mobility, companionship, stimulation)				
	Access to transportation services for return to residence				
	A pathway providing easy access to short or long term rehabilitation services				
	Access to an outreach programme providing home assessment of function and safety)				
	Access to an active relationship with community paramedicine follow up services				
	An outreach programme to residential care homes to enhance quality of transfers				

Project		Already in place	Priority	Useful	Impossible
Q I	Quality improvement monitoring				
E Q U I P M E N T S U P P L I E S	Four-point walkers				
	Canes				
	Non-slip socks				
	Pressure-ulcer reducing mattresses and pillows				
	Blanket warmer				
	Hearing assist devices				
	Bedside commode				
	Condom catheter				
	Low beds				
	Some reclineable chairs				
	Adequate hand rails				
	Wheel-chair accessible toilets + raised toilet seats				
	Access to natural light				
	Effort at noise reduction				
Ample seating for visitors and family					
Large face analog clocks in each room					