### **MSH ED Observation Service**

**Date Created:** 3/20/2024 **Date Reviewed:** 12/06/2024

Reviewed By: Eric Epstein, Rubayet Hossain, Siriesha Patnaik, Tehreem

Rehman, Robert Sellman, Erika Stefanchik



#### Overview:

MSH ED Observation Service (EDOS) provides care to emergency department patients who need ongoing treatment or monitoring to determine appropriate admission or discharge. EDOS will function as a pull model. The ED Observation Service provider will regularly scan the track board to proactively identify eligible cases before rounding with your teams.

RETU workflow is not impacted by this change. Continue placing patients in RETU as clinically indicated. If you are unsure, the RETU PA can triage and determine whether the patient is a better candidate for the ED Observation.

The process excludes pediatric patients and patients requiring critical care or otherwise unstable.

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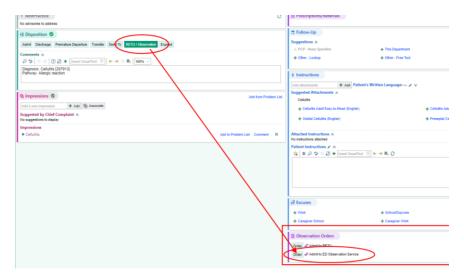
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#### **Referring to ED Observation:**

 If patient meets the criteria, go to single screen disposition screen -> select "RETU/Observation" -> under Observation Orders select "Admit to ED Observation Service".



- 2. After the order has been placed the disposition in the track board will display as "Observation" with a purple background. The midlevel on your team is responsible for this patient until accepted by the Observation provider. As the attending, you will remain assigned to this patient and should sign out patient per standard protocol.
  - a. After the MSH ED Observation Provider has assumed care for the patient, the letter "A" will appear in the IP column on the track board.



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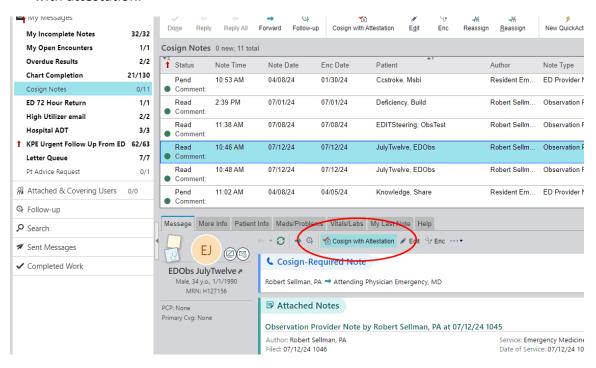


#### Sign outs:

- 1. The ED attending remains responsible for patients in ED Observation. Make sure when signing out these patients that the incoming attending puts their name on these patients.
- 2. Resus providers can place patients eligible for downgrade directly into ED Observation. Before you leave your shift, please sign out the patient to an Acute 1 or 2 attending.

#### **Steps for Attending Attestation of ED Observation Notes:**

1. Under "My Messages", go to "Cosign Notes". You do not need to open the note to cosign with attestation.



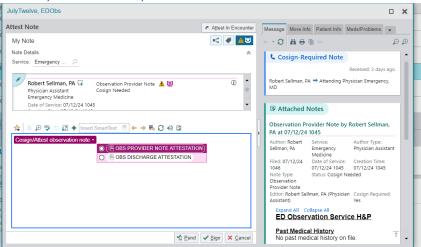
For both "Obs Provider Note" and "Obs Reassessment Note", select "OBS PROVIDER NOTE ATTESTATION".

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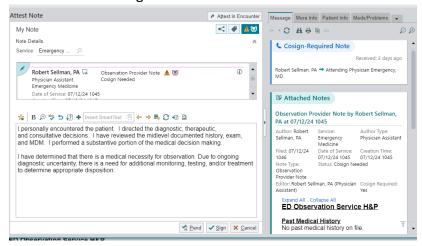
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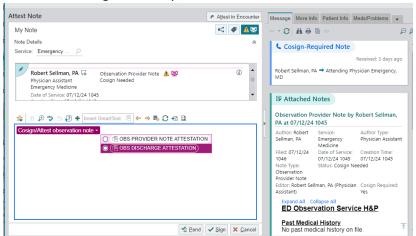
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3. Review and click "sign".



4. For "Obs Discharge Summary", select "OBS DISCHARGE ATTESTATION".





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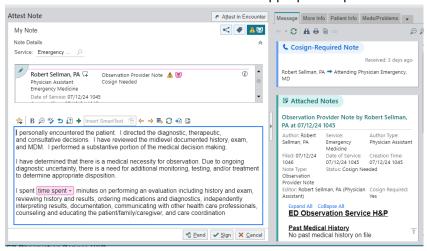
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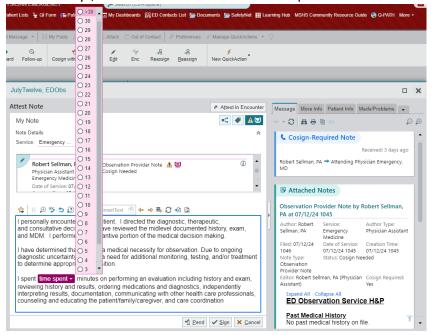
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5. Review content below and select the most appropriate option for time spent.



6. Almost always, ">30" will be the most accurate option.



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#### **Escalation**

- For urgent patient care issues related to this process, please contact MSH ED Physician AOC on Epic Secure Chat or call Physician AOC @ MSH ED on Zoom.
- For general questions regarding the process, please contact Tehreem.Rehman@mountsinai.org.