

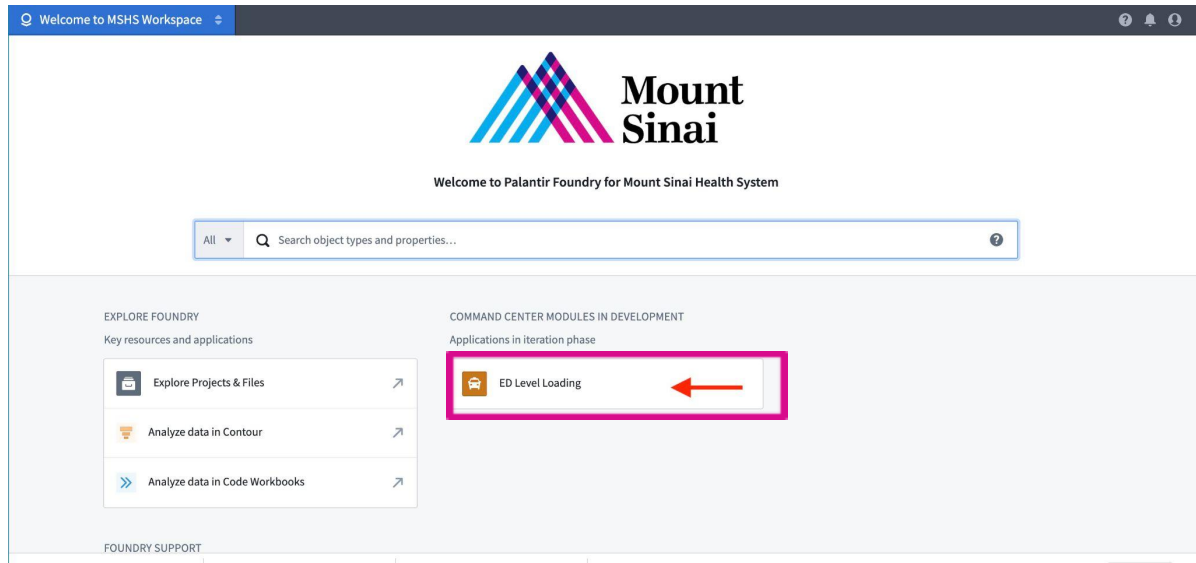


How to Use the Palantir Platform for Transfer Providers:

1. Log in

- <https://mshs.palantirfoundry.com>
- Login using your Mount Sinai E-mail and Password

2. To access the ED Level Loading Track Board click “ED Level Loading”



This will take you to the main screen. All patients on the bedboard will be reflected on this list. Similar to the “Adult Bedboard” tab on EPIC, you can sort by:

- Patient name
- Bed
- Boarding Time
- Service

Patient Name	MRN	Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level of Care
		Eligible	Ineligible	Acute 20 Hall	0.9 hrs	Medicine	General
		Eligible	Ineligible	Acute 01A Hall	1.5 hrs	Medicine	General
		Patient Refused	Ineligible	Acute 01A Hall	2.4 hrs	Cardiology Medicine	General
		Patient Refused	Ineligible	Acute 04B	2.7 hrs	Cardiology Medicine	General
		Patient Refused	Ineligible	Acute 06B	6 hrs	Medicine	General
		Patient Refused	Ineligible	Acute 13A	6.8 hrs	Medicine	General
		Pending Review for Hospital at Home	Pending Review	Acute 11B	7 hrs	Medicine	General
		Patient Refused	Ineligible	Acute 19A	16.4 hrs	Cardiology Medicine	General



Using the **ED Pulse** section in the top left, you can select “**Level Loading Eligible**” which will filter the list down to **ONLY** eligible patients who you should approach (Top left corner)

- This will show eligibility for both level loading AND Hospital at Home

ED Pulse

Occupied Beds 121
Boards 45
Target for Today TBD
Level Loading Eligible 14
Approached 5 (Consented: 0)
Initiated for Transfer 1
HaH Eligible 3 (Ready to Approach: 0)

Filters

MRN
Select an option...

Where can I send my patient(s)?

10 km

© Mapbox © OpenStreetMap Improve this map

Patient Name	MRN	Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level of Care
[REDACTED]	[REDACTED]	Eligible	Ineligible	Acute 20 Hall	0.9 hrs	Medicine	General
[REDACTED]	[REDACTED]	Eligible	Ineligible	Acute 01A Hall	1.5 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 01A Hall	2.4 hrs	Cardiology Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 04B	2.7 hrs	Cardiology Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 06B	6 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 13A	6.8 hrs	Medicine	General
[REDACTED]	[REDACTED]	Pending Review for Hospital at Home	Pending Review	Acute 11B	7 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 19A	16.4 hrs	Cardiology Medicine	General

Patient Details

Age 57
Primary Language English
Sex Female

Level Loading Documentation

Click on an option to quickly access notes prior to documenting eligibility

H&P Consults 0

I want to see all Notes

Patient Timeline

No events found on timeline

Primary Providers

Who is following my patient?

No objects found

3. Use the tool to identify eligible patients

a. Review eligible patient's chart

- Select the patient's name on the list
- Read patients H&P and any consulting notes (top right). This can be done in both Palantir and EPIC

ED Pulse

Occupied Beds 121
Boards 45
Target for Today TBD
Level Loading Eligible 14
Approached 5 (Consented: 0)
Initiated for Transfer 1
HaH Eligible 3 (Ready to Approach: 0)

Filters

MRN
Select an option...

Where can I send my patient(s)?

10 km

© Mapbox © OpenStreetMap Improve this map

Patient Name	MRN	Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level of Care
[REDACTED]	[REDACTED]	Eligible	Ineligible	Acute 20 Hall	0.9 hrs	Medicine	General
[REDACTED]	[REDACTED]	Eligible	Ineligible	Acute 01A Hall	1.5 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 01A Hall	2.4 hrs	Cardiology Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 04B	2.7 hrs	Cardiology Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 06B	6 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 13A	6.8 hrs	Medicine	General
[REDACTED]	[REDACTED]	Pending Review for Hospital at Home	Pending Review	Acute 11B	7 hrs	Medicine	General
[REDACTED]	[REDACTED]	Patient Refused	Ineligible	Acute 19A	16.4 hrs	Cardiology Medicine	General

Patient Details

Age 57
Primary Language English
Sex Female

Level Loading Documentation

Click on an option to quickly access notes prior to documenting eligibility

H&P Consults 0

I want to see all Notes

Patient Timeline

No events found on timeline

Primary Providers

Who is following my patient?

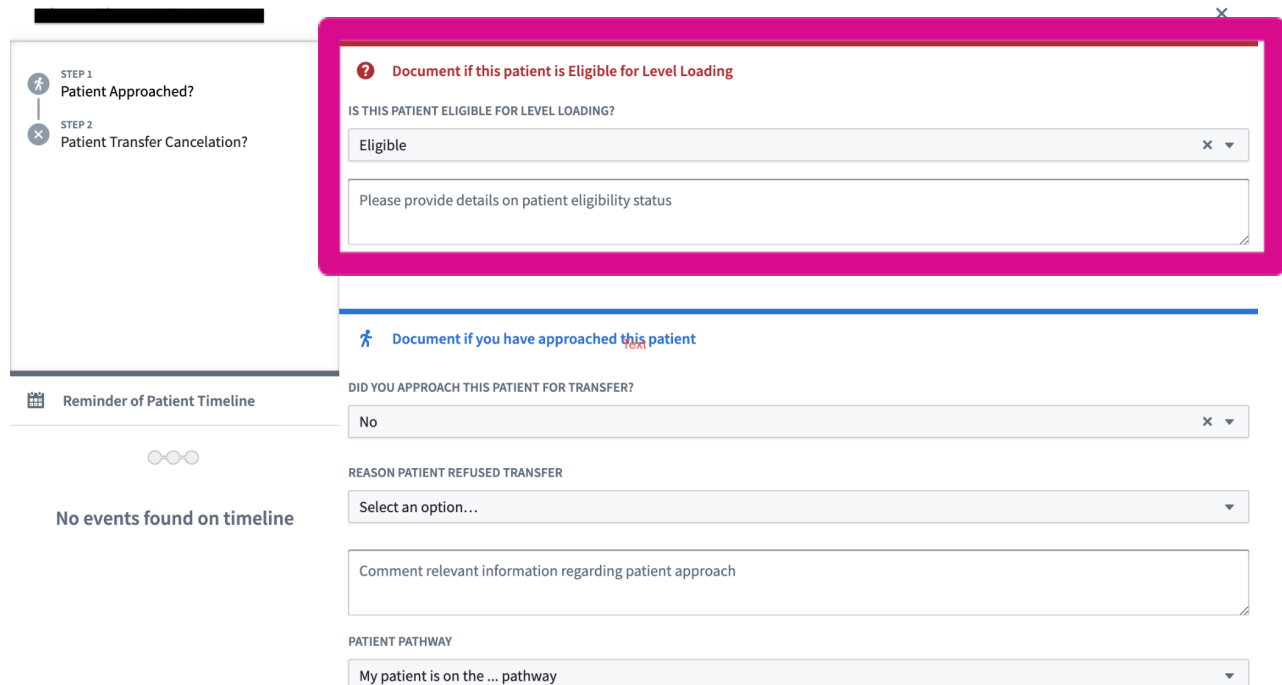
No objects found

b. Review charts and document any ineligible patients

- Click on “Interactions”
- If the patient was initially flagged as eligible but after clinical review is deemed **NOT** an eligible transfer candidate (e.g. planned for procedure today, followed by a specific consultant only at Sinai):
 - Click “Ineligible” and add a comment as to why the patient is ineligible. This will change the status to ineligible and remove the patient from the level-loading eligible board



The screenshot shows a patient record interface. On the left, under 'Patient Details', there is a redacted patient name, Age 89, Primary Language Chinese (Other), and Sex Female. On the right, under 'Interactions', there is a red arrow pointing to the 'Interactions' tab header.



The screenshot shows a 'Patient Transfer Cancellation' form. The form is divided into two main sections: 'Document if this patient is Eligible for Level Loading' and 'Document if you have approached this patient'.

Document if this patient is Eligible for Level Loading

IS THIS PATIENT ELIGIBLE FOR LEVEL LOADING?

Eligible

Please provide details on patient eligibility status

Document if you have approached this patient

DID YOU APPROACH THIS PATIENT FOR TRANSFER?

No

REASON PATIENT REFUSED TRANSFER

Select an option...


Comment relevant information regarding patient approach

PATIENT PATHWAY

My patient is on the ... pathway

c. For patients that are eligible, approach the patient for consent and then document the result within Palantir

- Continue to place the Transfer Order in Epic (“ED Transfer to Another Facility”) and leverage Epic chats as you normally would within EPIC (not Palantir)
- Return to Palantir to document the eligible patients
 - Select “Interactions” (top right corner) and complete the form



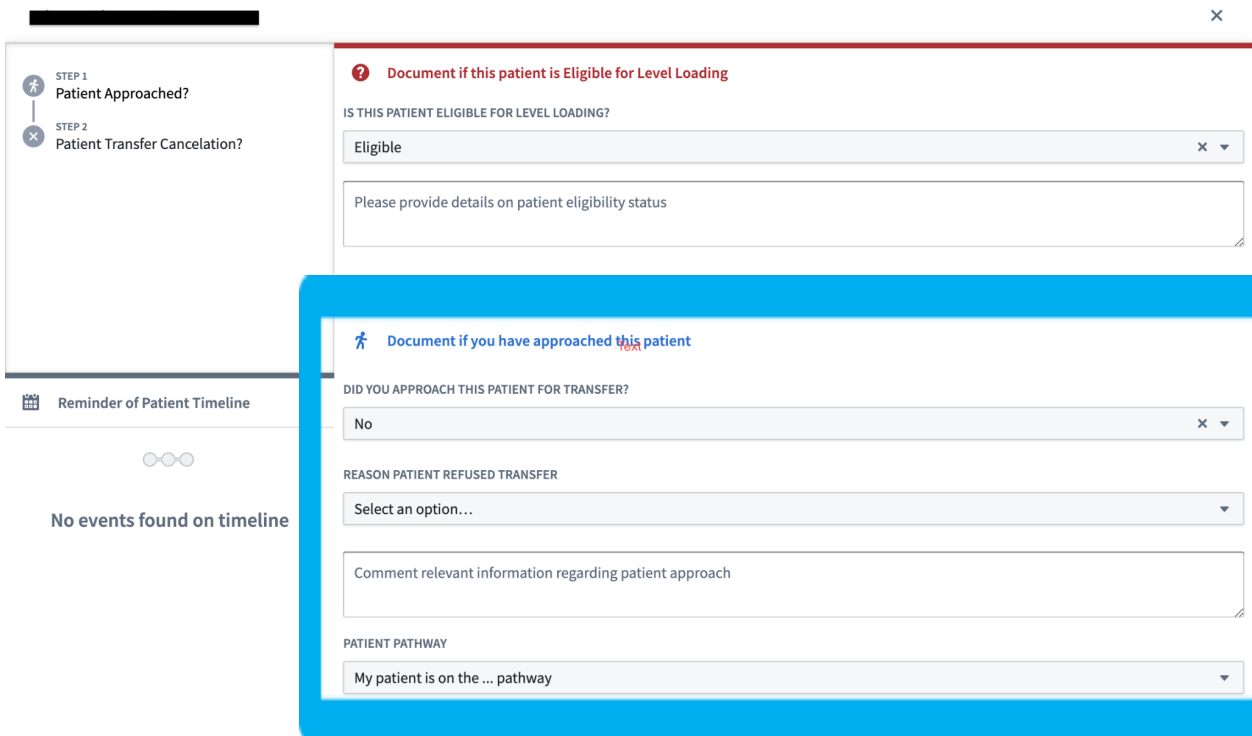
Patient Details

Interactions

Age 68

Primary Language English

Sex Male



Document if this patient is Eligible for Level Loading

IS THIS PATIENT ELIGIBLE FOR LEVEL LOADING?

Eligible

Please provide details on patient eligibility status

Document if you have approached this patient

DID YOU APPROACH THIS PATIENT FOR TRANSFER?

No

REASON PATIENT REFUSED TRANSFER

Select an option...

Comment relevant information regarding patient approach


PATIENT PATHWAY

My patient is on the ... pathway

- Complete the form under “**Interactions**”
 - “Did you approach this patient”
 - Yes/No
 - “Did the patient consent to transfer”
 - Yes/No
 - Reason patient declined transfer:
 - Patient Preference
 - Patient lives nearby
 - Patient’s doctors are at MSH
 - Other (add comment)

STEP 1
Patient Approached?

STEP 2
Patient Transfer Cancellation?

 Document if you have approached this patient

DID YOU APPROACH THIS PATIENT?

Yes ✕ ▼

DID THE PATIENT CONSENT FOR TRANSFER

No ✕ ▼

REASON FOR CONSENT OR REJECTION

Select an option... ▼

Search options...

Patient lives nearby

Patient doctor is in MSH

Patients wants to stay at MSH

Other (patient preference) - please comment

Validate Approached Status >>

- My patient is on the ... Pathway
 - **Select pathway on ALL patients who are eligible for the pathway** - regardless of whether or not they consent to transfer:
 - CHF
 - Oncology
 - GI
 - Sickie Cell

Search options...

CHF

GI

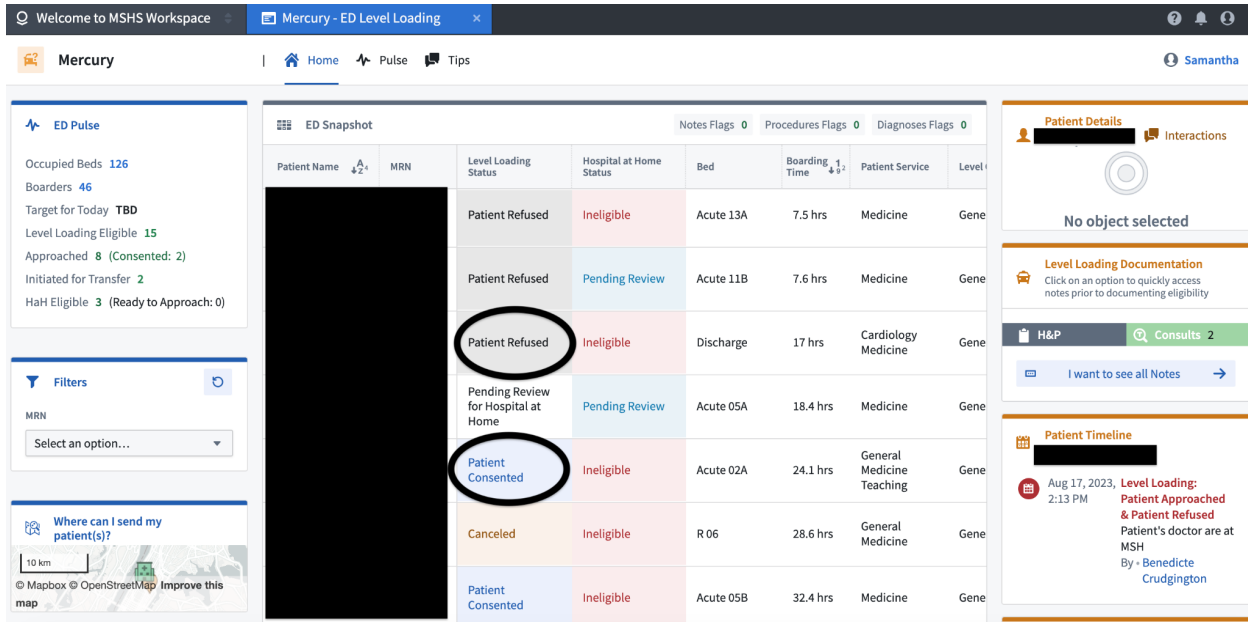
Oncology

Sickle Cell

My patient is on the ... pathway ▼

Validate Approached Status >>

- Once you complete documentation, the patient's status will update to “Patient consented” or “Patient refused”



ED Pulse

Occupied Beds 126
Boarders 46
Target for Today TBD
Level Loading Eligible 15
Approached 8 (Consented: 2)
Initiated for Transfer 2
HaH Eligible 3 (Ready to Approach: 0)

Filters

MRN
Select an option...

Where can I send my patient(s)?

10 km
Mapbox © OpenStreetMap Improve this map

ED Snapshot

Patient Name	MRN	Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level
		Patient Refused	Ineligible	Acute 13A	7.5 hrs	Medicine	Gene
		Patient Refused	Pending Review	Acute 11B	7.6 hrs	Medicine	Gene
		Patient Refused	Ineligible	Discharge	17 hrs	Cardiology Medicine	Gene
		Pending Review for Hospital at Home	Pending Review	Acute 05A	18.4 hrs	Medicine	Gene
		Patient Consented	Ineligible	Acute 02A	24.1 hrs	General Medicine Teaching	Gene
		Canceled	Ineligible	R 06	28.6 hrs	General Medicine	Gene
		Patient Consented	Ineligible	Acute 05B	32.4 hrs	Medicine	Gene

Notes Flags 0 Procedures Flags 0 Diagnoses Flags 0

Patient Details Interactions

No object selected

Level Loading Documentation
Click on an option to quickly access notes prior to documenting eligibility

H&P Consults 2

I want to see all Notes →

Patient Timeline

Aug 17, 2023, Level Loading:
2:13 PM Patient Approached & Patient Refused
Patient's doctor are at MSH
By - Benedicte Crudginton

IF TRANSFER IS CANCELED:

- Return to “Interactions” and click on Step 2
- **Step 2:** Patient Transfer Canceled
 - Did the Transfer get canceled?
 - Yes/No
 - Reason for Cancellation
 - MSH Team Refused
 - Specialty Service wants to keep at MSH
 - Specialty Service Not Available at Accepting Facility
 - Patient Upgraded
 - Patients doctors at MSH
 - Not accepted by Central Hospitalist
 - No beds at accepting facility
 - Patient/Family Refused
 - Patient Eloped

STEP 1
Patient Approached?

STEP 2
Patient Transfer Cancellation?

Patient Transfer Cancellation?

DID THE TRANSFER GET CANCELED?

Yes

REASON FOR CANCELLATION

Select an option...

Search options...

- Change in Clinical Status
- MSH Team refused
- Specialty Service wants to keep at MSH
- Specialty Service Not Available at Accepting Facility
- Patient Upgraded for Stability
- Patient Doctor in MSHS

- Once you complete documentation, the patient's status will update to "canceled"

Welcome to MSHS Workspace

Mercury - ED Level Loading

Mercury

Home Pulse Tips

Samantha

ED Pulse

Occupied Beds 123

Boarders 45

Target for Today TBD

Level Loading Eligible 14

Approached 8 (Consented: 2)

Initiated for Transfer 2

HaH Eligible 3 (Ready to Approach: 0)

Filters

MRN

Select an option...

Where can I send my patient(s)?

10 km

© Mapbox © OpenStreetMap Improve this map

ED Snapshot

Patient Name	MRN	Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level
		Patient Refused	Pending Review	Acute 11B	7.9 hrs	Medicine	Gene
		Pending Review for Hospital at Home	Pending Review	Acute 05A	18.6 hrs	Medicine	Gene
		Patient Consented	Ineligible	Acute 02A	24.4 hrs	General Medicine Teaching	Gene
		Canceled	Ineligible	R 06	28.8 hrs	General Medicine	Gene
		Patient Consented	Ineligible	Acute 05B	32.6 hrs	Medicine	Gene
		Patient Consented for Hospital at Home	Patient Consented	Acute 06A	39.3 hrs	General Medicine Teaching	Gene
		Canceled	Ineligible	Acute 18B	41.5 hrs	Medicine	Gene

Patient Details

No object selected

Level Loading Documentation

Click on an option to quickly access notes prior to documenting eligibility

H&P Consults 2

I want to see all Notes

Patient Timeline

Aug 17, 2023, 2:13 PM

Level Loading: Patient Approached & Patient Refused

Patient's doctor are at MSH

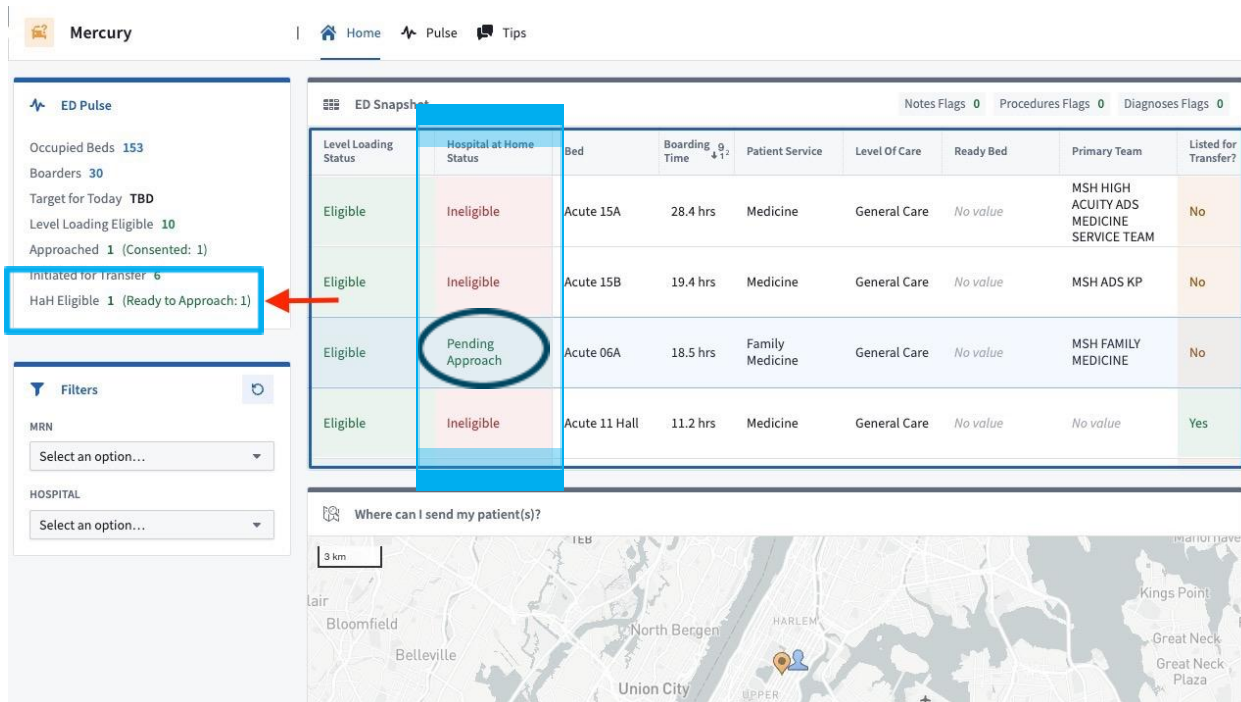
By - Benedicte Crudgington

Hospital at Home (HaH) for Transfer Provider

ED Transfer Provider will approach patients for Hospital at Home from **Sunday at 12 PM - Friday at 5:30 PM**. From Friday evening - Sunday morning proceed with normal level loading flow.

1. Review “Hospital at Home Eligible” list on Palantir

- All patients eligible for hospital at home will be reviewed by the Central Hospitalist starting at 8:30 AM to confirm they are appropriate. Status will appear as “**pending review**”
- Once the CH has confirmed the patient meets HAH criteria, the **Status** will change to “**pending approach**” at which point you should approach the patient to discuss HaH
 - If **status** says “CH pending” can defer approach for both HAH and LL until re-ev that qualify for both HaH and level loading **offer HaH first** (script below)
 - If pt rejects HaH proceed to offer transfer



The screenshot shows the Mercury ED Pulse interface. On the left, a sidebar displays summary statistics: Occupied Beds (153), Boarders (30), Target for Today (TBD), Level Loading Eligible (10), Approached (1 (Consented: 1)), Initiated for Transfer (6), and HaH Eligible (1 (Ready to Approach: 1)). A red arrow points to the 'HaH Eligible' section. The main area displays a table titled 'ED Snapshot' with columns: Level Loading Status, Hospital at Home Status, Bed, Boarding Time, Patient Service, Level Of Care, Ready Bed, Primary Team, and Listed for Transfer?.

Level Loading Status	Hospital at Home Status	Bed	Boarding Time	Patient Service	Level Of Care	Ready Bed	Primary Team	Listed for Transfer?
Eligible	Ineligible	Acute 15A	28.4 hrs	Medicine	General Care	No value	MSH HIGH ACUITY ADS MEDICINE SERVICE TEAM	No
Eligible	Ineligible	Acute 15B	19.4 hrs	Medicine	General Care	No value	MSH ADS KP	No
Eligible	Pending Approach	Acute 06A	18.5 hrs	Family Medicine	General Care	No value	MSH FAMILY MEDICINE	No
Eligible	Ineligible	Acute 11 Hall	11.2 hrs	Medicine	General Care	No value	No value	Yes

Below the table is a map titled 'Where can I send my patient(s)?' showing a geographic area with labels like Bloomfield, Belleville, North Bergen, Union City, Harlem, Kings Point, and Great Neck Plaza.

2. If patient accepts HaH:

- Refer to HaH via **Hospital at Home flag (“house”-shaped icon) on bedboard**
- A member of the HaH team will come down and discuss further details with the patient
- You can also reach out to the “HaH Referral” group on EPIC as needed
- **After 5:30 PM patients can continue to be referred to HaH if interested, but HaH provider will not be able to speak to them until the next morning**

3. If patient rejects HaH and is eligible for level loading



- Discuss transfer to facilitate expedited in patient bed placement
- 4. **Document the patient decision in Palantir**
 - “Did you approach this patient for hospital at home”
 - Yes/No
 - “Did the patient consent to Hospital at Home”
 - Yes/No
 - If patient refuses HaH and is eligible for level loading - Level loading documentation will pop up

HaH script to discuss with patients:

Hospital at Home is a Mount Sinai program where we take patients home and bring whatever care they need to their home, and we think you may qualify for this.


In this program, you will have:

- Nurses coming to your home to provide care at least twice a day
- A provider seeing you once a day
- You will receive medications, lab tests, X-Rays and other imaging as recommended by your treating doctors.
- You will have 24/7 access to the care team and other support as needed.

*Essentially, this is a service where we bring hospital care to you in the comfort of your home. We've admitted thousands of patients to the service already. Patients do extremely well and love the service! I think you would be a great candidate for this service. Would you be interested in talking to someone to find out more about this?

ADDITIONAL FEATURES OF THE PALANTIR TRACKBOARD

- All columns on the trackboard are sortable
- You can click on any of the categories under “**ED Pulse**” to quickly filter to each specific patient group (Boarders, Level Loading Eligible, Approached, Initiated for Transfer, HAH Eligible)


ED Pulse

Occupied Beds **123**

Boarders **45**

Target for Today **TBD**

Level Loading Eligible **14**

Approached **8** (Consented: 2)

Initiated for Transfer **3**

HaH Eligible **3** (Ready to Approach: 0)

- To determine why a patient has been marked ineligible:
 - Select the patients row
 - Select “**Notes Flags**” on top of screen and a pop up will show why patient has been determined ineligible

ED Snapshot								
				Notes Flags 1		Procedures Flags 0		Diagnoses Flags 0
Patient Name	MRN	Status	Bed	Boarding Time	Patient Service	Level Of Care	Ready Be	
					Medicine			
			A 107B	65.5 hrs	General Medicine	General Care	No valu	
			Acute 12A	53.2 hrs	Medicine	General Care	1117 - P	
			R 04	50.9 hrs	Medicine	General Care	No valu	
			A 111 (Room)	50 hrs	Family Medicine	Stepdown	No valu	

Patient Details

MRN 1111

City BRONX

Zip Code 10456

General Care

Notes

renal transplant | date of transplant | ddkt | kidney transplant

Diagnoses

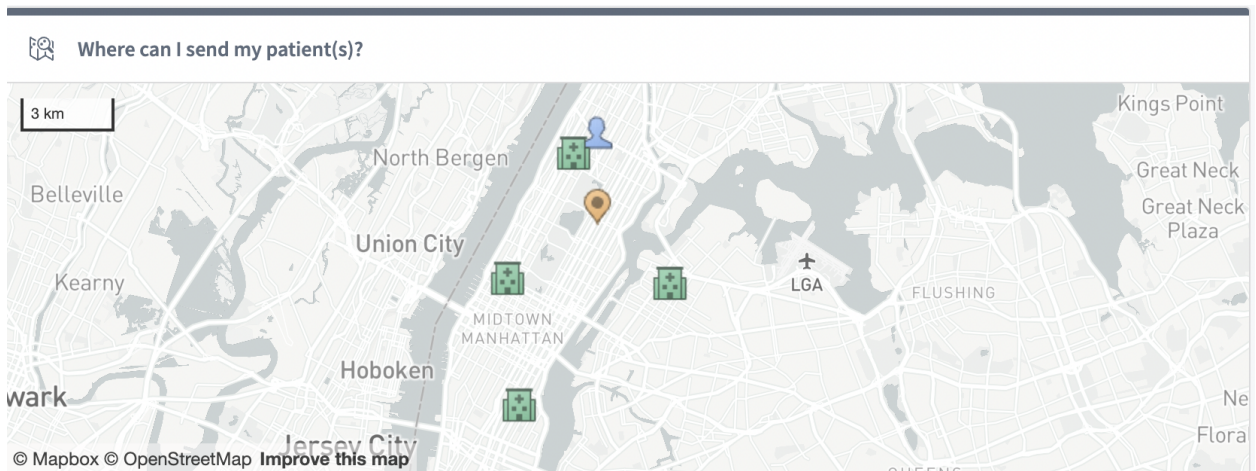
Problem List: History of renal transplant |
 Problem List: Kidney transplant rejection | Problem List: Transplant |
 Problem List: Complication of transplanted kidney |
 Problem List: Kidney transplant recipient |
 Problem List: Kidney transplant failure and rejection |
 Problem List: Transplanted organ previously removed due to rejection

Procedures

Order: ADMIT TO INPATIENT | Order: ED ADMIT TO INPATIENT

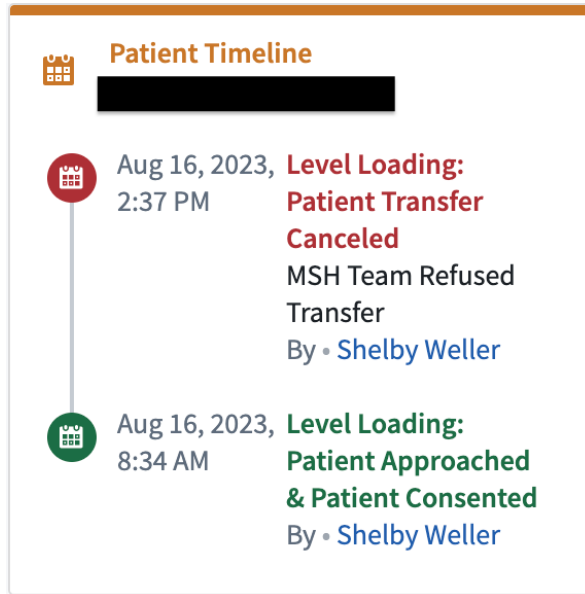
Map:

At the bottom left of your screen, there is a map that shows where the patient lives in relation to the Hospitals in the Mount Sinai Hospital System. This can be especially useful to identify patients who live in alternate boroughs and may be interested in MSQ, MSB or MSSN.



Timeline:

The patient's time course and any changes to their transfer status can be viewed on the timeline on the right side of the palantir platform.



Tips:

Under “**Tips**” you can find supporting training materials including:

- Script for discussing transfer with patients
- FAQs
- Oncology Pathway
- HIV Pathway
- Sickle Cell Pathway

