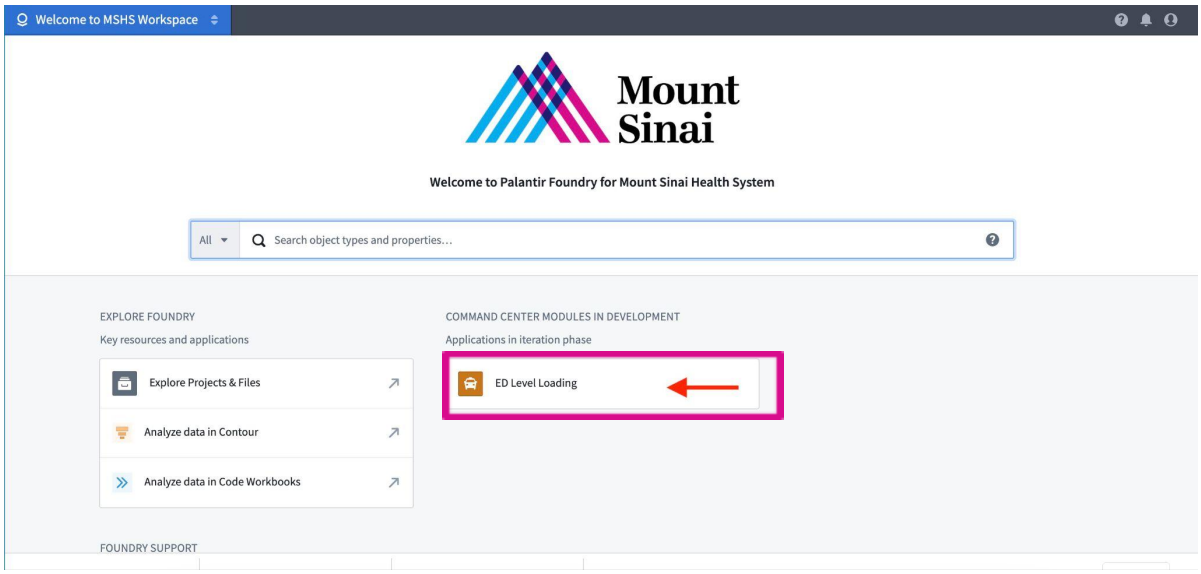
How to Use the Palantir Platform for Transfer Providers:

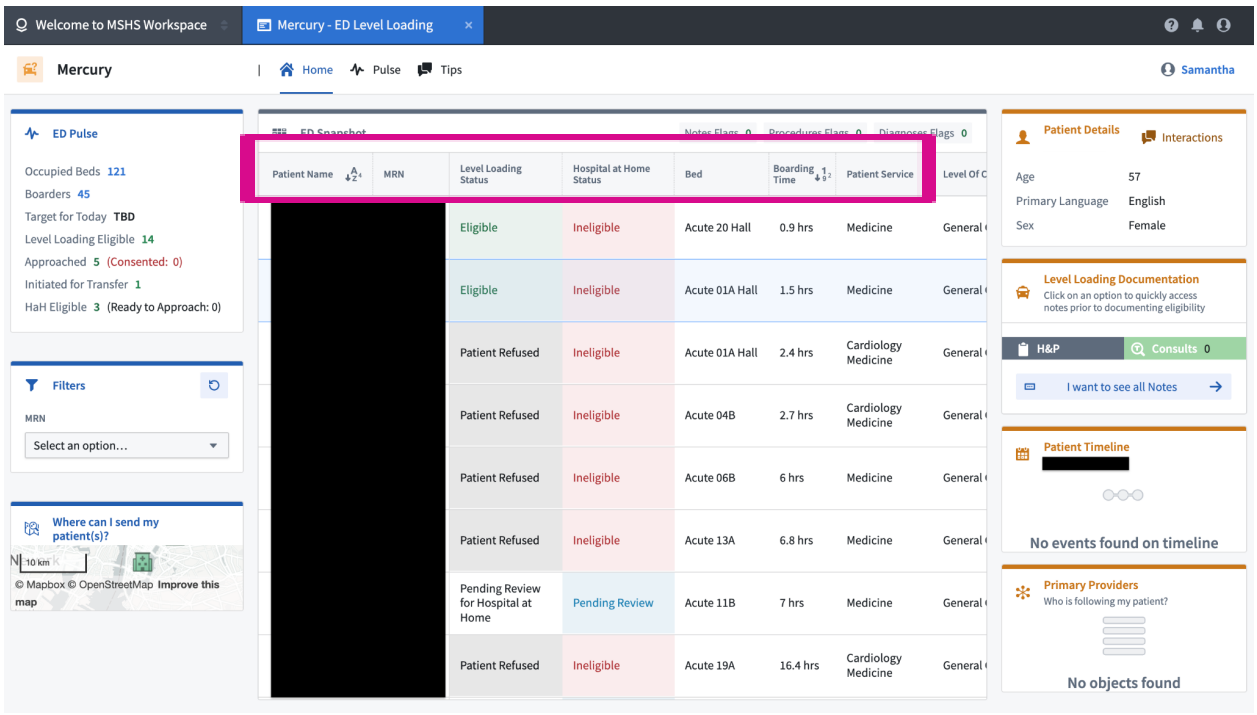
1. **Log in**
   - https://mshs.palantirfoundry.com
   - Login using your Mount Sinai E-mail and Password

2. **To access the ED Level Loading Track Board click "ED Level Loading"**



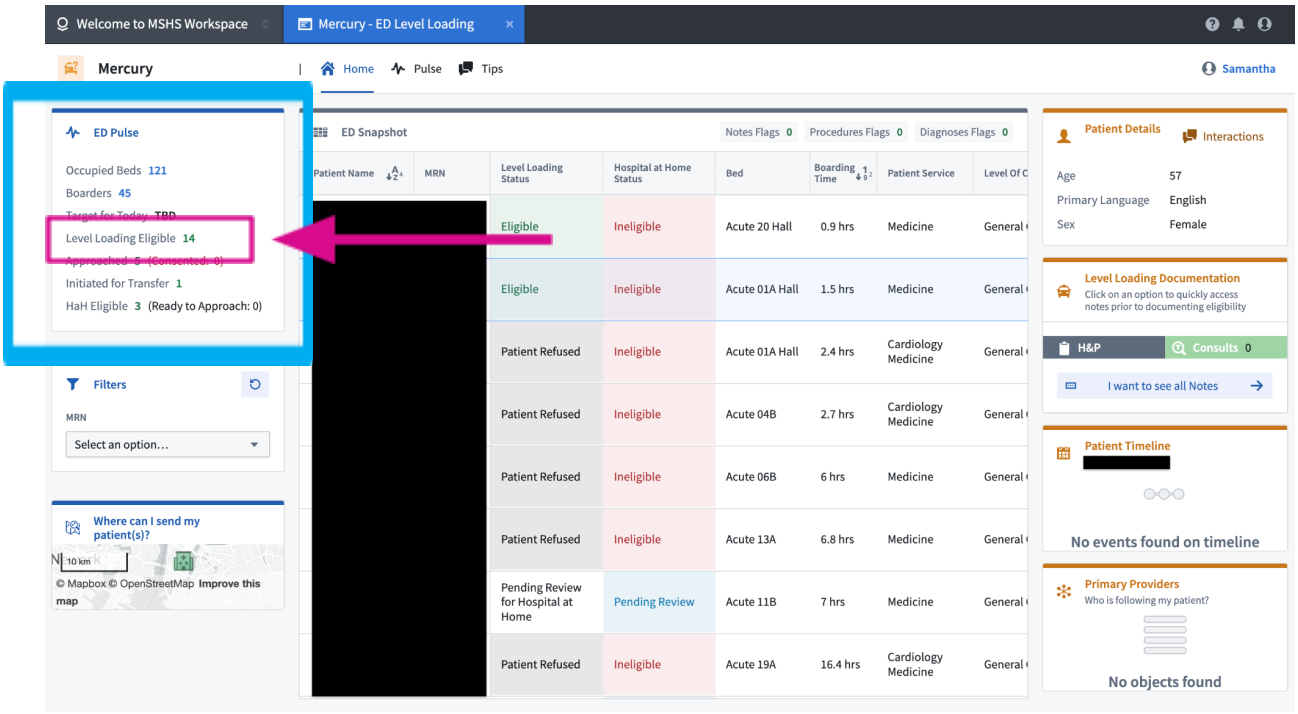
This will take you to the main screen. All patients on the bedboard will be reflected on this list. Similar to the "Adult Bedboard" tab on EPIC, you can sort by:

- Patient name
- Bed
- Boarding Time
- Service



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)

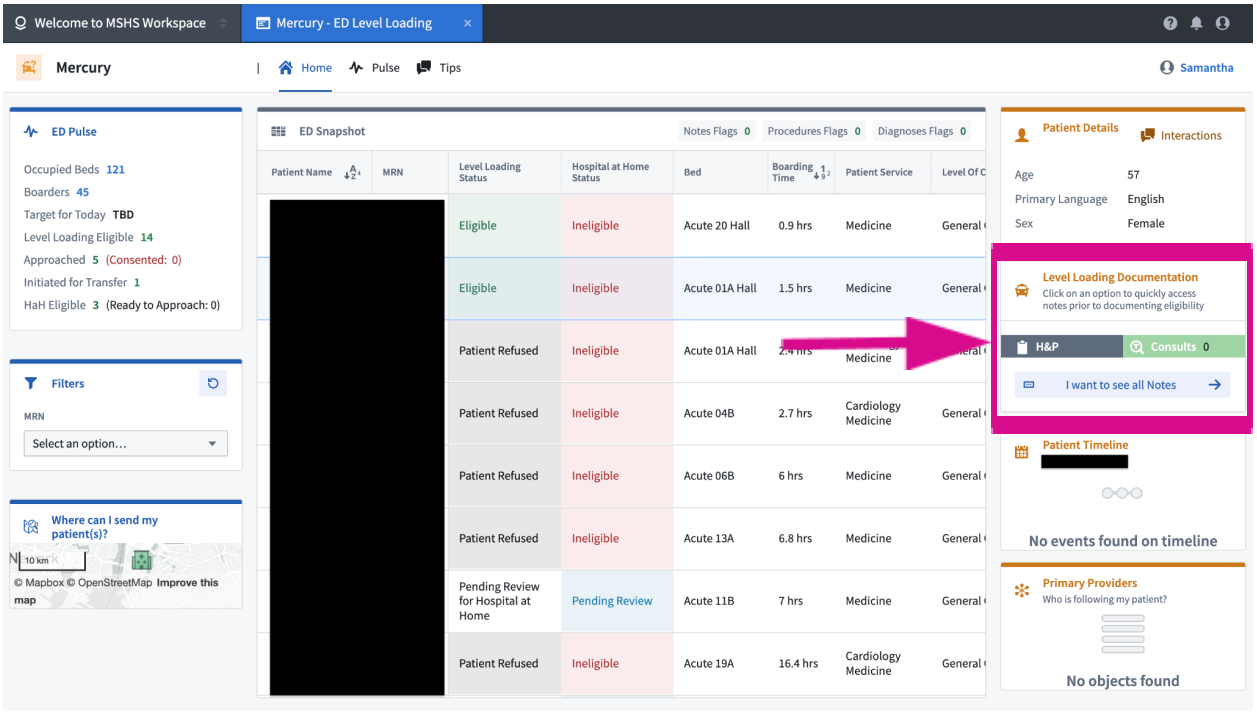
- This will show eligibility for both level loading AND Hospital at Home



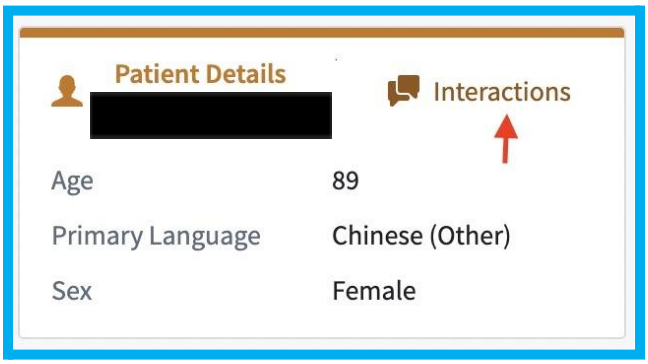
3. Use the tool to identify eligible patients

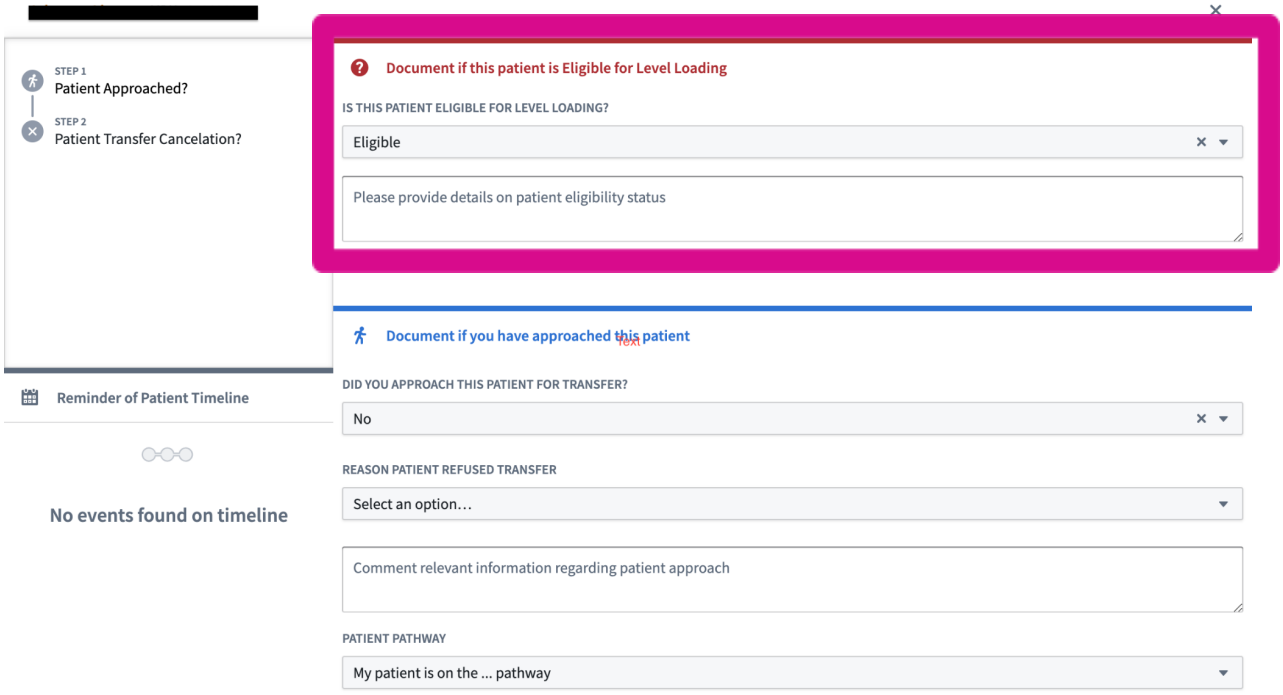
a. Review eligible patient's chart

- 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

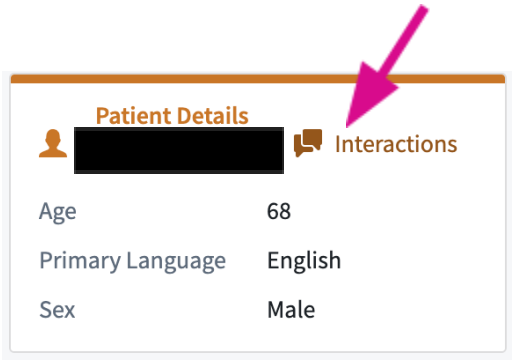


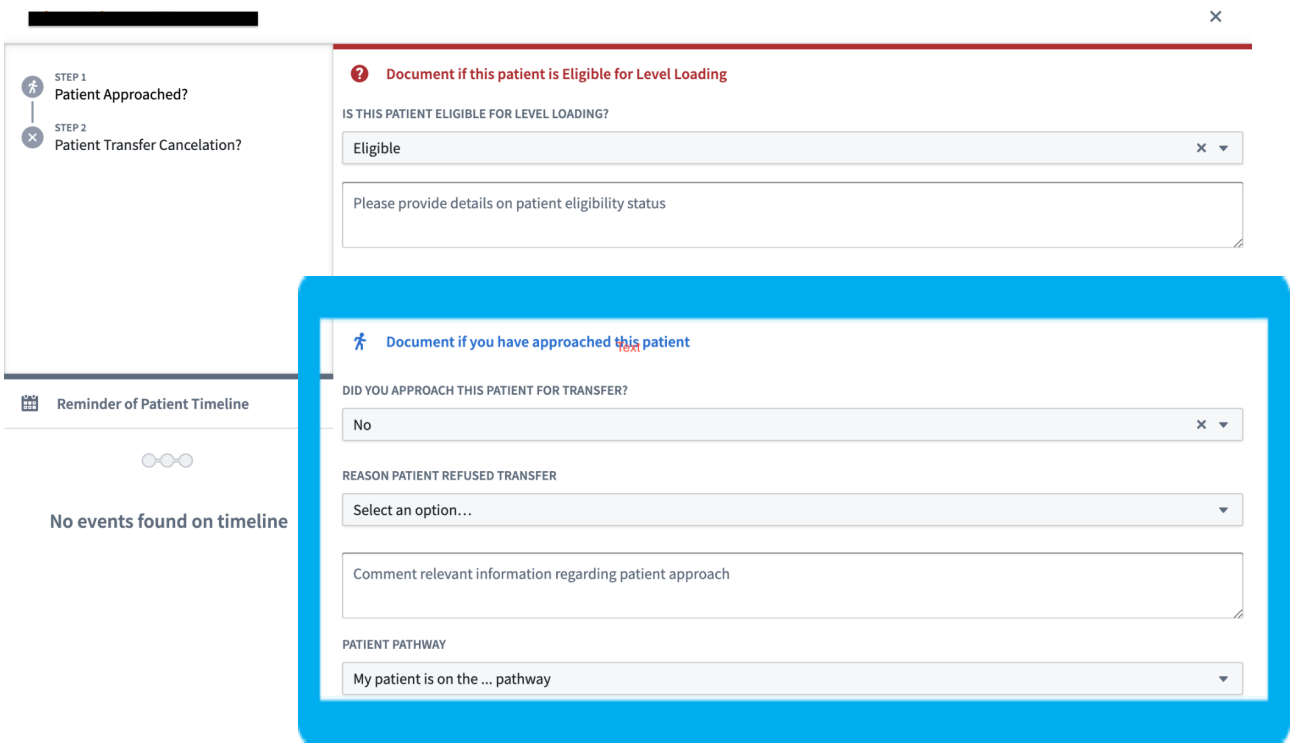
b. **Review charts and document any ineligible patients**
   - Click on "**Interactions**"
   - If the patient was initially flagged as eligible but after clinical review is deemed **NOT** an eligible transfer candidate (e.g. planned for procedure today, followed by a specific consultant only at Sinai):
     - 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



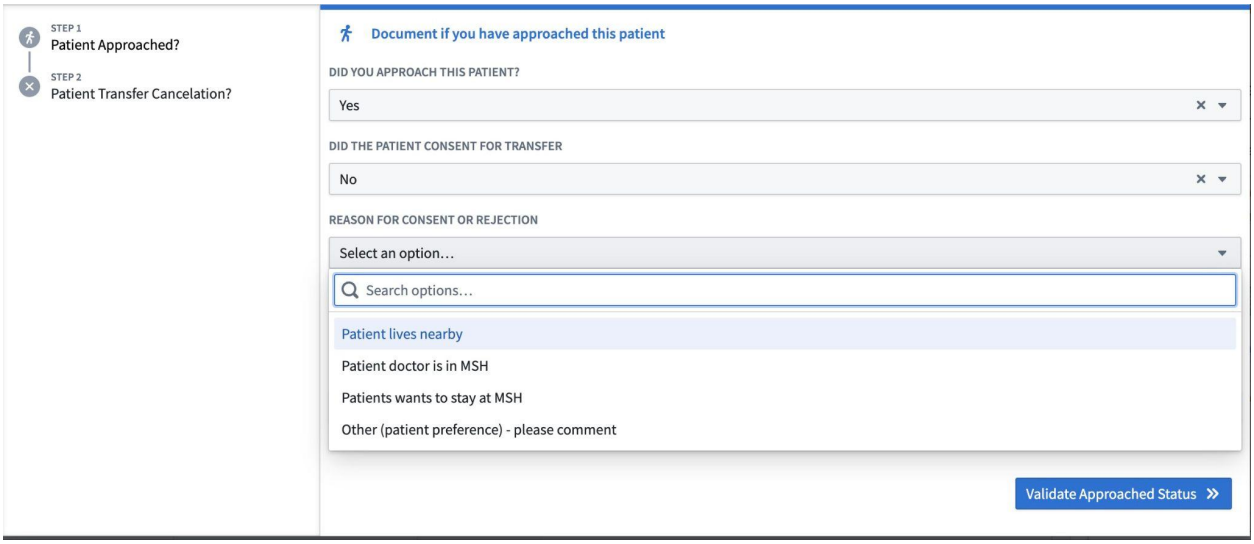


c. **For patients that are eligible, approach the patient for consent and then document the result within Palantir**
   - Continue to place the Transfer Order in Epic (“ED Transfer to Another Facility”) and leverage Epic chats as you normally would within EPIC (not Palantir)
   - Return to Palantir to document the eligible patients
     - Select “**Interactions**” (top right corner) and complete the form

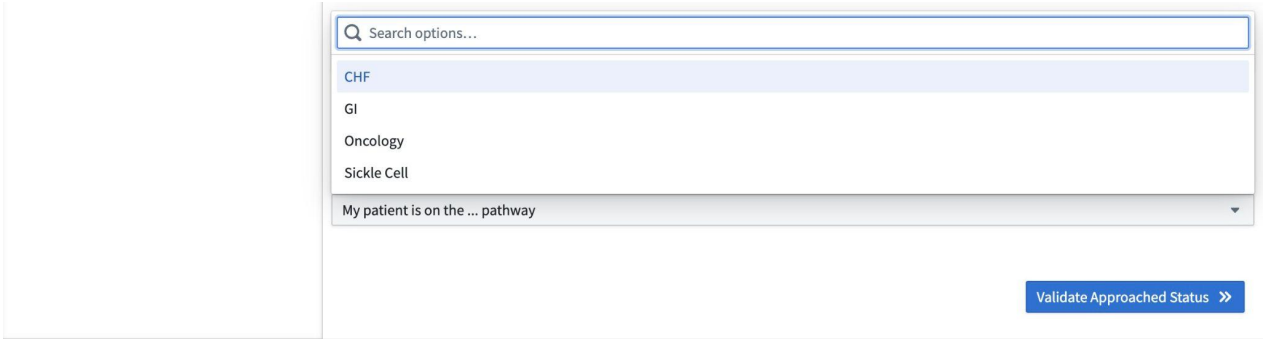




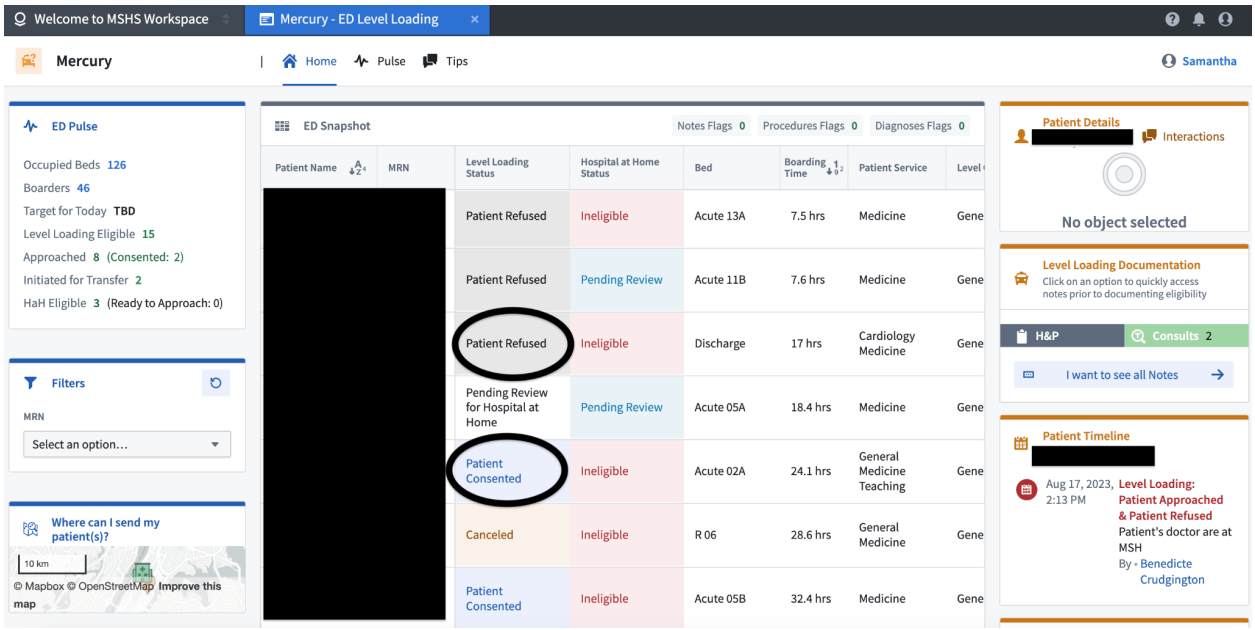
- Complete the form under "**Interactions**"
  - "Did you approach this patient"
    - Yes/No
  - "Did the patient consent to transfer"
    - Yes/No
  - Reason patient declined transfer:
    - Patient Preference
    - Patient lives nearby
    - Patient's doctors are at MSH
    - Other (add comment)



- 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
    - Sickle Cell

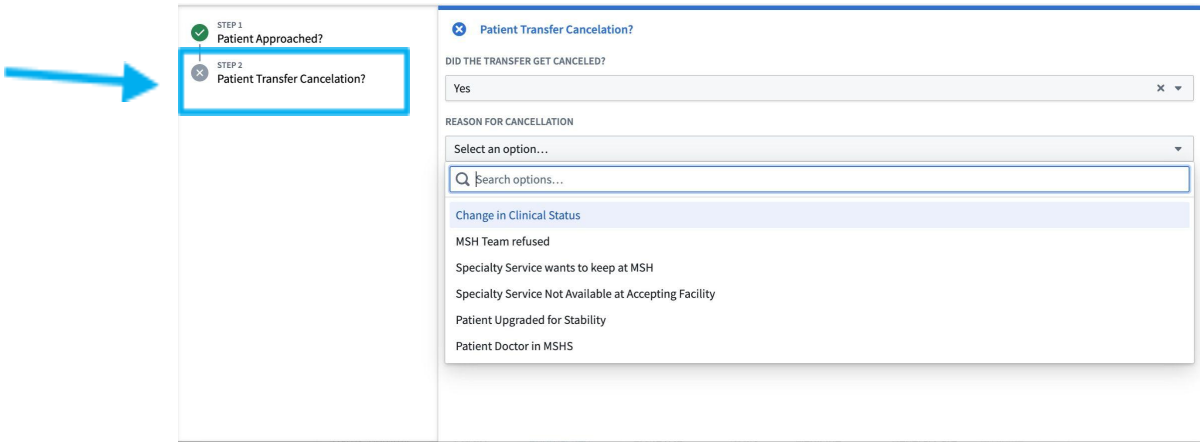


- Once you complete documentation, the patient's status will update to “Patient consented” or “Patient refused”

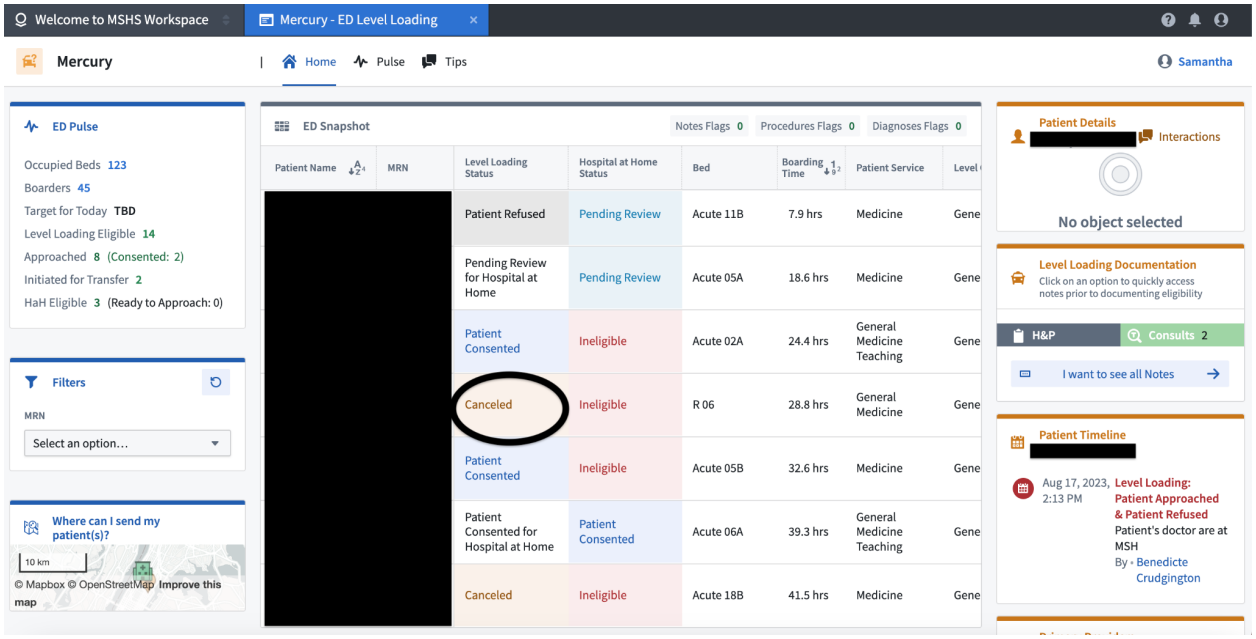


IF TRANSFER IS CANCELED:

- 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



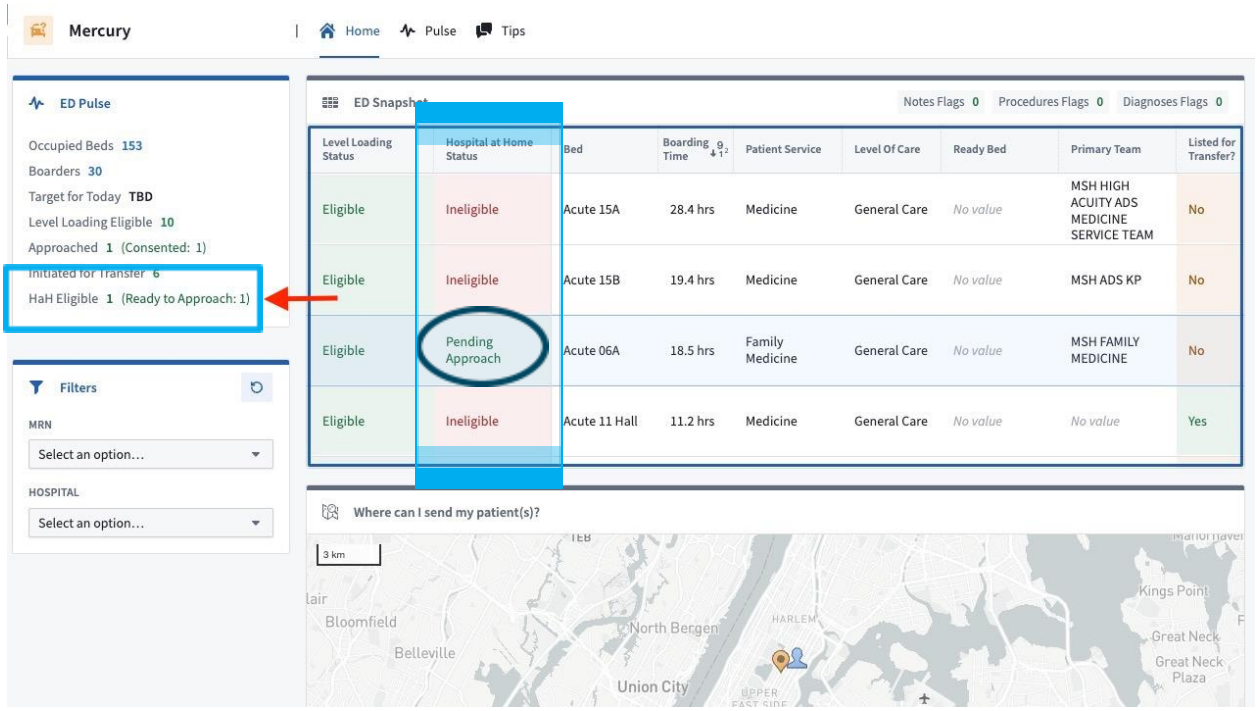
- Once you complete documentation, the patient's status will update to “canceled”



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.

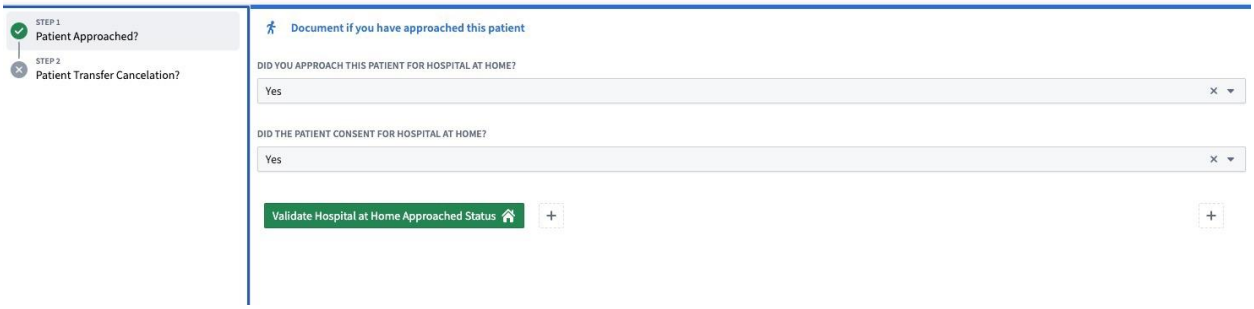
1. **Review "Hospital at Home Eligible" list on Palantir**
    - All patients eligible for hospital at home will be reviewed by the Central Hospitalist starting at 8:30 AM to confirm they are appropriate. Status will appear as "**pending review**"
    - Once the CH has confirmed the patient meets HAH 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



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:

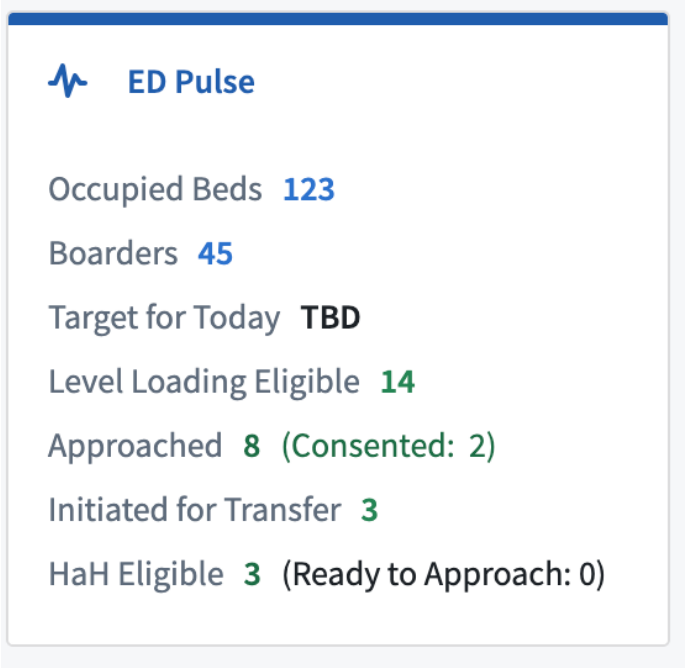
Hospital at Home is a Mount Sinai program where we take patients home and bring whatever care they need to their home, and we think you may qualify for this.

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.

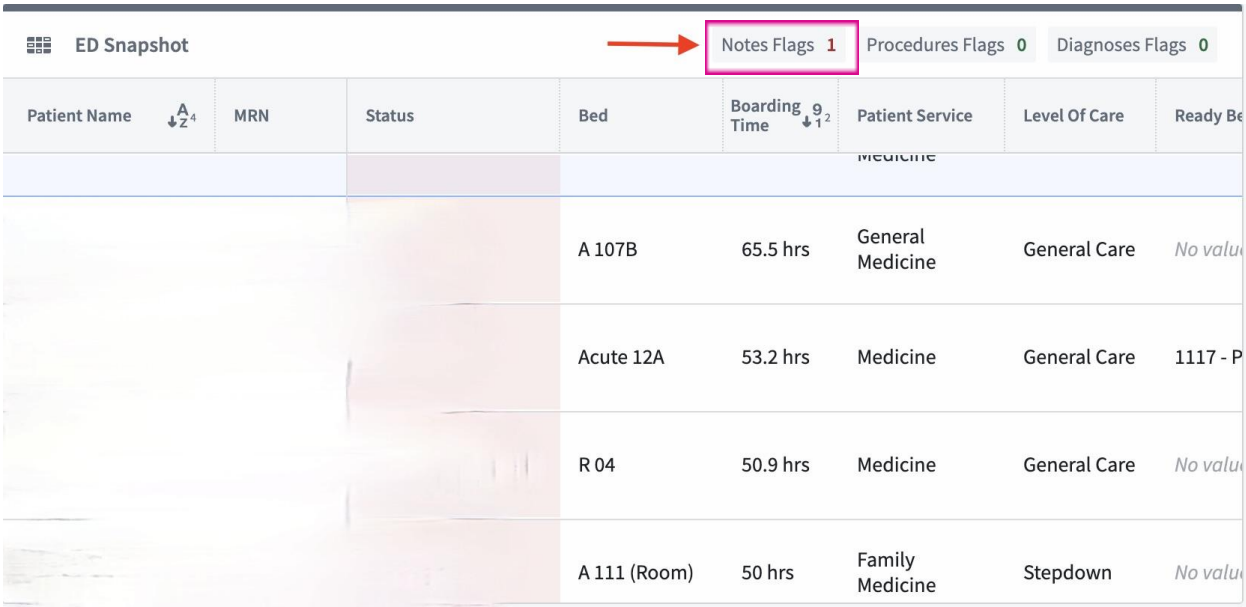
> *Essentially, this is a service where we bring hospital care to you in the comfort of your home. We’ve admitted thousands of patients to the service already. Patients do extremely well and love the service! I think you would be a great candidate for this service. Would you be interested in talking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



- 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



Patient Details

MRN [redacted] City BRONX Zip Code 10456 General Care

Notes

renal transplant | date of transplant | ddkt | kidney transplant

Diagnoses

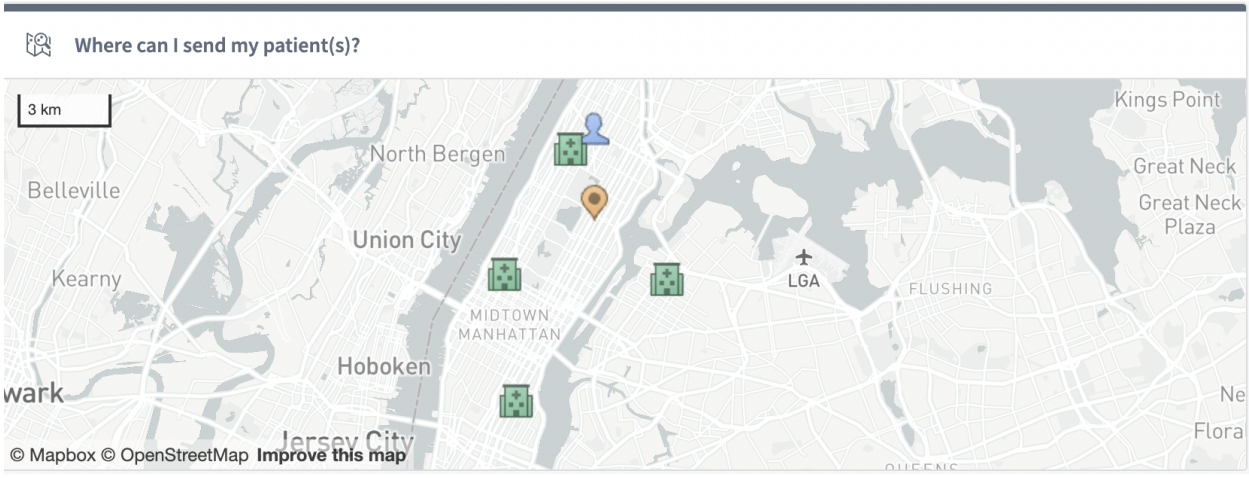
Problem List: History of renal transplant |
Problem List: Kidney transplant rejection | Problem List: Transplant |
Problem List: Complication of transplanted kidney |
Problem List: Kidney transplant recipient |
Problem List: Kidney transplant failure and rejection |
Problem List: Transplanted organ previously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

Procedures

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

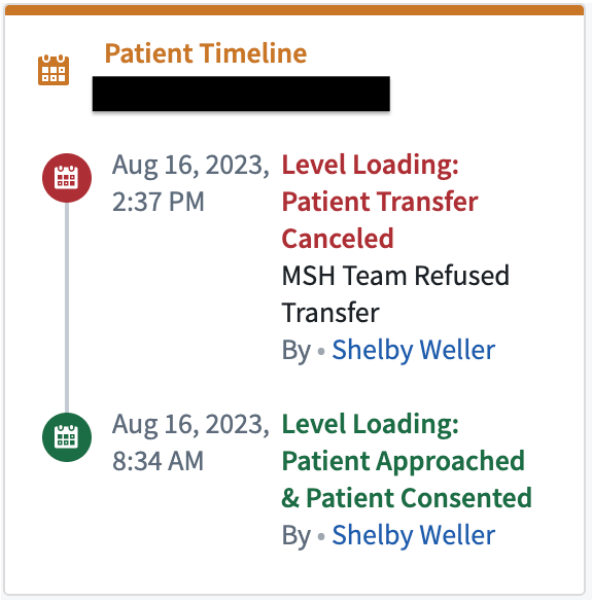
Map:

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.

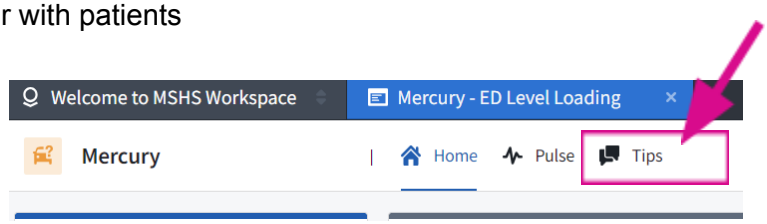


Timeline:

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