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Cressman et al. 2022. Potentially Avoidable Admissions to General Internal Medicine at an Academic Teaching Hospital.

Resident Interview & Debrief Script

Thank you for participating in our study assessing potentially avoidable admissions to general internal medicine (GIM) at Sunnybrook. Our goal is to better understand the admissions to GIM at Sunnybrook and how we might improve our healthcare system and ER-GIM workflow. We are also hoping to better understand the patient, provider and system factors that contribute to potentially avoidable admissions as a means of informing quality improvement and education interventions in future.

If OK with you, I would like to discuss a [patient case] with you to ensure that I have captured all the relevant details and to give you an opportunity to provide additional context to the case if necessary.

[Review of Case Summary with Admitting Resident]

Does this case summary adequately capture the case? Yes/No? Is there anything that I missed, or you would like to add?

[If yes – move on to avoidable admission factors]

[If no – gather more information from trainee about case presentation and update]

Our research team derived a list of factors from the literature that have been identified as common contributors to avoidable admissions. We are interested if any of those factors contributed to this case.

Health System Factors

- Poor Access to Urgent Outpatient Investigations
- Subspecialist request to admit
- Government directive of 4-hour limit for admission decision-making
- Overcrowding in the ED
- Lack of Available Services to Determine Suitability of Safe Discharge
- Lack of Timely Access to Community Based Resources
- Unavailable Specialist / Ancillary Care

Provider Factors

- Diagnostic and Therapeutic Uncertainty
- Perceived need for short-term patient monitoring
- High number of consults during shift, admitted to increase efficiency with patient workload
- Resident-Faculty Culture (Admitting in order to avoid overnight call to staff physician)
- Uncertainty Regarding Patient Preference

Appendix 1, as supplied by the authors. Appendix to: Cressman AM, Purohit U, Shadowitz E, et al. Potentially avoidable admissions to general internal medicine at an academic teaching hospital: an observational study. *CMAJ Open* 2023. doi:10.9778/cmajo.2022-0020. Copyright © 2023 The Author(s) or their employer(s). To receive this resource in an accessible format, please contact us at cmajgroup@cmaj.ca.

Patient & Family Factors

- Frailty (Physical/Cognitive)
- Socially Isolated; Lack of social support; unsafe to discharge without access to caregivers
- Lack of Access to Housing / Transportation Home
- Health literacy: Language Barrier = no translator or family to discuss treatment plan
- Mental illness / substance use; concern re: risk of harm