

Problem



An inpatient Trauma Consult (TC) Service was launched at the QEII Health Sciences Centre, Charles V. Keating Trauma Centre on October 17, 2022 to facilitate dedicated, acute care for major trauma patients who require activation of the trauma team. The TC Service consists of a TC Physician and TC Nurse who assess and coordinate with inpatient services on the care of trauma patients, enhance communications between surgical services with trauma patients and their families, and help to address critical issues facing trauma patients during the acute, recovery, and rehabilitation phases of care.

Aim



Our goal was to evaluate satisfaction with the care provided by the TC Service by surveying the opinions of major trauma patients, their families/proxies, and various healthcare providers involved with trauma care at the QEII.

What we did



- A longitudinal quality survey was conducted at the QEII (Nov 2022–July 2023).
- The electronic survey was created in Microsoft Forms and administered to patients/families/proxies and healthcare providers by members of the TC Service using a QR code.
- Respondents rated the following domains on a scale of 1 star (low) to 5 stars (high):
 - I had a **positive interaction** with the TC Service.
 - The TC Service was **helpful** to me.
 - **Communications** were enhanced by the TC Service.
 - The TC Service improved the **timeliness** of patient care.
 - The TC Service improved the **quality** of patient care.
- We compared the mean length of stay (in-hospital, ICU) for QEII trauma patients injured during 2019 versus those injured following implementation of the TC Service (Oct 17 2022–July 31 2023).



Results



- Overall, 702 quality surveys were completed over a 10-month period, with Nurses (46%) and patients (15%) accounting for the majority of respondents.
- A perfect 5-star score was rated by 89% of respondents when asked about positive interactions, regarding helpfulness, and 84% with respect to enhanced communications.
- 86% gave a perfect score when asked if the TC Service improved quality of patient care.
- 83% gave a perfect score regarding timeliness of care.
- Less than 4% of all ratings were 1, 2, or 3 stars.

Respondents (N = 702)

Nursing: 324 (46%)
 Patients: 107 (15%)
 Allied Health: 79 (11%)
 Physicians: 71 (10%)
 Other: 121 (17%)



IMPACT STATEMENTS

My family and I found the team to be an incredible support with a consistently positive impact during my time in the hospital. We can't imagine what it would have been like without them. (QEII Trauma Patient)

Very communicative and helpful to bedside nursing staff, offered excellent insight and advice to guide daily nursing care of the trauma patient. (QEII Nurse)

Impacts



- Feedback is overwhelmingly positive.
- We observed reductions in average LOS in the ICU and in-hospital since the TC Service was introduced (versus 2019):

Outcome	2019	Oct 17 2022 to Jul 31 2023
Hospital LOS	21.7 days	12.0 days
ICU LOS	8.9 days	6.1 days

Satisfaction Domain

Average 5-star Rating

Helpfulness	★★★★★	4.80 out of 5
Positive interactions	★★★★★	4.86 out of 5
Enhanced communications	★★★★★	4.79 out of 5
Improved timeliness	★★★★★	4.76 out of 5
Improved quality	★★★★★	4.81 out of 5

Spread/Scale



- The TC Service is expanding with recent additions of a Physiotherapist and a Pharmacist to the team.
- In May 2023, we launched a **Virtual Follow Up Clinic** enabling discharged trauma patients to follow up with the TC Service using a virtual platform, making trauma care more accessible to patients throughout the Maritimes.
- We are conducting research to evaluate and compare trauma outcomes, key performance indicators and healthcare costs during a 2-year period before/after implementation of the TC Service at the QEII.
- A second study will survey satisfaction of patients and providers with the TC Service and Virtual Follow Up Clinic.