



Wisconsin Institute for
Healthcare Systems Engineering
UNIVERSITY OF WISCONSIN-MADISON

WIHSE Graduate Student Webinar

AHRQ Patient Safety Learning Lab PhD Students

Wednesday, April 7, 2021
12:30 - 2:00 pm – Central Time

Join Zoom Meeting

Click link: <https://uwmadison.zoom.us/j/94583276021?pwd=cVdySXNEaGMwY3I5a0ZndUduTk15QT09>

Meeting ID: 945 8327 6021

Passcode: 941544

Presented by



Hanna Barton, MS (she/they) is a third-year graduate student and the inaugural WIHSE graduate fellow in the Department of Industrial and Systems Engineering. Their work centers on creating person-centered resilient healthcare systems for vulnerable populations, namely children with medical complexity (and their families) and older adults as they navigate their care journeys.



Rachel Rutkowski is a third-year PhD student studying Industrial Engineering with a focus in Human Factors and a minor in Clinical Investigation working with Professor Nicole Werner and Professor Pascale Carayon at the University of Wisconsin-Madison. Her research focuses on engineering safe care transitions for older adults and developing interventions to keep older adults and their informal caregivers safe in their homes.



Kathryn Wust is a PhD student in Industrial and Systems Engineering with a focus in human factors at the University of Wisconsin-Madison. Concurrently, she is pursuing a certificate in Clinical and Community Outcomes Research through the Institute for Clinical and Translational Research. Kathryn's research focuses on collaboration between patients, their care partners, and clinicians and how this collaboration can mitigate healthcare fragmentation and improve the quality and safety of patient care.



Wenjun Zhu is a third-year PhD student in the Department of Industrial and Systems Engineering working with advisor Professor Jingshan Li at the University of Wisconsin-Madison. Her research interest is stochastic modeling, data analytics and simulation with primary focus area in healthcare and service industry.

About our AHRQ Patient Safety Learning Lab

The AHRQ-funded Patient Safety Learning Lab project, “Engineering Safe Care Journeys for Vulnerable Older Adults”, is an interdisciplinary research project aimed at improving communication and coordination, and subsequently patient safety for older adults who present to the Emergency Department. The project will create a ‘patient safety passport’ that will provide opportunities for error detection and recovery, for anticipating patient safety issues in the subsequent steps of the patient journey and for improving communication and coordination across care transitions. This WHSE project is a collaboration between human factors and systems engineering faculty and researchers, UW Health and health services researchers from emergency medicine, population health sciences, medicine, nursing and pharmacy.

Abstracts

Integrating Stakeholder Expertise Through a Three Staged Heuristic Evaluation of Emergency Department Discharge Summary

Hanna Barton

Heuristic evaluations, while commonly used, may inadequately capture the severity of identified usability issues. Incorporating stakeholder and IT expertise, especially in healthcare contexts, can help assess and address potential impacts on patient safety and focus re-design efforts. We present a staged heuristic evaluation of an ED discharge summary as part of the design of a patient safety passport for the PSLL project.

Physician perceptions of disposition decision-making for older adults in the emergency department

Rachel Rutkowski

Disposition decision-making involves determining the level of care that an individual requires after leaving the emergency department (ED). Determining a disposition that best supports that care needs of patients is critical to maintaining optimal patient safety and healthcare quality outcomes, especially for patient populations, like older adults, who are vulnerable to suboptimal outcomes throughout ED care transitions. The present study explored ED physicians’ perceptions of with whom and with what information they make disposition decision-making for older adults who present to the ED. We conducted an inductive content analysis of interviews with ED physicians (N= 11). ED physicians cited 7 roles (5 types of clinicians, patients, and families) and 11 information types, both clinical (e.g., test/lab results) and non-clinical (e.g., family’s preference). Our preliminary findings represent a key first step toward understanding how disposition decision-making occurs as a cognitive process within a complex work system.

Patients and Care Partners as Knowledge Brokers in Fragmented Health Care

Kathryn Wust

Health care delivery is fragmented. Patients and their care partners play an important role in closing communication and coordination gaps in fragmented care processes. In particular, during their visit to the ED, patients and their care partners fill these gaps by acting as knowledge brokers, providing information about their health history, diagnostic testing, medications, and care after discharge.

Reducing Fall-related Readmission for Elderly Diabetes Patients in Emergency Departments: A Transition Flow Model

Wenjun Zhu

We develop a transition flow model to evaluate the readmission risk due to falls for elderly patients with diabetes in their patient care journey after discharge. And we utilize the model to identify the dominant factors whose changes will have the largest impact on readmission reduction.