

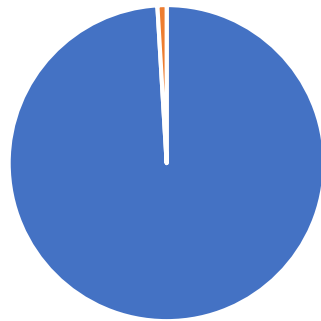
Food Referrals From the Emergency Department

A Quality Improvement Initiative to Increase Referrals and Provide Improved Access to Food Resources

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Step 1: Do I have a Problem?

Food Referrals, Q4-2018



■ Total ■ Emergency Department

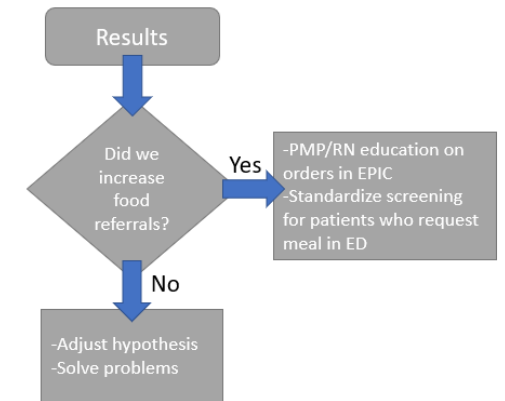
Background: The HHS Emergency Department has one of the lowest referral rates of food resources, yet we see a high volume of patients at risk for food insecurity.

Aim statement: By the end of Q1 2019, we will increase the quantity of food referrals by 100% from Q4 2018 from the emergency department for patients who are unable to fulfill their food needs due to financial and/or access limitations.

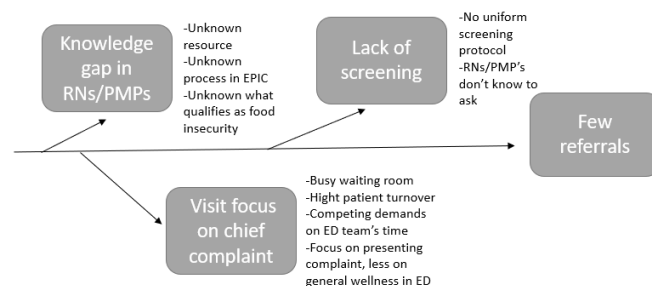
Step 3: Have I Confirmed the Cause and Effect?

Action Plan for Test of Change

What to be done?	Who is responsible?
1. Educational materials and flyers	Resident team
2. Verbal reminders at RN shift huddles	Resident teams and RN lead
3. Verbal reminders to PMPs	Resident team
4. Screen for food insecurity if patients request meal in ED	ED PMP's



Step 2: Do I Know the Root Cause?



Hypothesis: If we ask about food insecurity in patients who request meals while in the ED and use new educational material to teach ED PMP's and nurses to screen for food insecurity and order referrals in EPIC, then we will improve food referral quantity and improve access to food resources to patients with food insecurity.

Step 4: Have I Confirmed the Countermeasures?

Results: 6 referrals were placed in Q4 2018. 17 referrals were placed in Q1, 2019.

Conclusion: While there is still room to increase our food referrals further, using a simple intervention of flyers and increased awareness of the food referral program, we were able to increase ED food referrals by 183%.

Emergency Department Food Referrals

