

Park Nicollet officially received the award from the Minnesota Hospital Association in the “Innovation of the Year in Patient Care” category. The pilot program sends firefighters into homes for patient check-ins. The program began in May 2013 pairing the Park Nicollet hospital in St. Louis Park with fire departments in that city, Edina, Minneapolis, Richfield, Eden Prairie, Minnetonka and Hopkins to help discharged patients make a safe transition from hospital to home. Edina’s Fairview Southdale Hospital is discussing a similar program with the Edina Fire Department.

MHA Innovation of the Year Award, in Patient Care

Park Nicollet Methodist Hospital, Saint Louis Park

2015

Large hospital category. As an Accountable Care Organization, Park Nicollet has been working on an infrastructure to ensure safe patient transitions. One transition of key importance is the transition from hospital to home. Although the hospital has made great improvements, there continued to be a gap in time between the patient discharge and arrival of the home care nurse or the timing of the follow up visit. This caused great concern and could result in an unsafe situation or readmission for the patient. In January 2014,



the St. Louis Park Fire Department approached Park Nicollet to discuss how they could partner around patient safety/transitions. The hospital learned that several of the fire department’s emergency medical calls were occurring after hospital discharges. In March of 2014, Park Nicollet and five community fire departments joined together to create a Post Discharge Firefighter visit. This structured, one time visit is a face-to-face meeting with a recently discharged patient to ensure that the patient has safely transitioned to home and understands the next steps in his/her care. The visit includes: medication review, follow up visit(s), signs and symptoms, who to call with questions, and a home safety assessment. Patients are referred to resources as needed. For example, in June, a food insecurity question was added to the visit and connections were made with local food shelves so that if a patient identifies a need for food, delivery can happen that same day. As of February, 227 visits have taken place and 99 percent of patients who had a visit would recommend one to a family member or friend. Partnering with local fire departments has created a unique partnership that benefits the patient, care system, emergency responders and the community.