



# Utilization of Trauma Advanced Practice Providers in Transfer Center Communication



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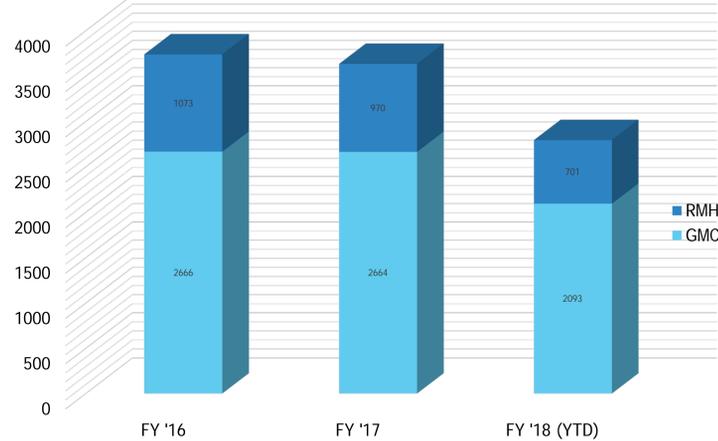
## Background

OhioHealth Trauma Services, including Level I Grant Medical Center and Level II Riverside Methodist Hospital identified an opportunity to improve communication with transferring hospitals.

The American College of Surgeons states that “physician to physician communication is essential” prior to transfer (Criteria 4-1). Given the large volume of trauma transfers, a request was made to utilize trauma specific Advanced Practice Providers (APPs) in lieu of physicians for inter-hospital communication.

The project was approved by the American College of Surgeons and allows the transferring physician to speak directly with a transfer center advanced practice provider (TCAPP) prior to transfer. The goal of the project is to improve early intervention, triage accuracy, and resource utilization.

OhioHealth Referral Volumes



## Identifying Stakeholders

Stakeholders in this project were identified on a national, system and hospital level. On the national level, the American College of Surgeons (ACS) was essential for the approval and initiation of the project.

Within the system level, the trauma programs each required administrative support for budgeting of positions. The OhioHealth transfer center administration and nurses were part of the development and system buy in. The Trauma Clinical Guidance Council, a system committee which implements performance improvement projects, assisted with the management of the project.

Within each hospital, the trauma medical directors, trauma surgeons, trauma APPs, surgical residents, nursing staff, emergency department providers, and trauma registry staff all supported the project.

## Project Planning

Steps to project planning included:

- Gaining approval from the ACS
- Identify key stakeholders
- Identifying important outcome measures
- Gaining organizational approval for positions
- Determining algorithm for transfer process
- Creating training module for APPs
- Outreach to referring facilities
- Education to stakeholders
- Implementation of the project
- Data collection
- Ongoing process improvement

## Outcome Measures

- Transport time (arrival at sending facility to arrival at receiving facility)
- Number of direct admissions
- Time to anticoagulation reversal for intracranial hemorrhage
- Time to antibiotic administration for open fractures
- Number of times the TCAPP was, or was not, involved in direct communication with the transferring facility
- Cost savings

## TCAPP Role and Responsibilities



The TCAPP is assigned to work at designated hospital, in a limited capacity, as a clinician with the trauma team.

The TCAPP assists with patient and staff communication, multidisciplinary coordination of care, discharge planning, and outpatient follow up.



The primary responsibility of the TCAPP is to be available to answer incoming calls from the transfer center/referring providers.

The TCAPP will provide education and recommendations to referring providers as indicated (intervention for life threatening injuries, medications, etc.)



The TCAPP will make the determination to direct admit appropriate patients.

The TCAPP will make the determination and notification of category I trauma activations.

The TCAPP will mobilize resources prior to the patients arrival.

## Potential Practice Implications

Expansion of the APP role within the national trauma system to include facilitation of inter-hospital transfers by providing expert insight to patient care.

To re-evaluate the need for physician-to-physician communication prior to inter-hospital trauma transfers.

Improve patient care prior to definitive treatment provided at a trauma center.

## Contact

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## References

American College of Surgeons (2014). Resources for Optimal Care of the Injured Patient, 6<sup>th</sup> Edition. Retrieved from <https://www.facs.org/quality-programs/trauma/vrc>.