



A Health, Healthy Living and Seniors

*Manitoba Health, Healthy Living & Seniors (MHLS) supports reporting and learning from patient safety events. The focus of a patient safety review is to closely look at the health care system that surrounds and interacts with those giving and receiving care. The goal is to identify risks to patient safety and recommend the most effective ways to minimize risk and improve the delivery of healthcare.*

## **Patient Safety Learning Advisory**

### **Summary:**

A patient with diabetes, renal failure, hypertension, and a previous history of stroke experienced repeated episodes of shortness of breath and abdominal pain.

The patient saw both their primary care physician and a number of specialists. In addition, the patient frequently saw a number of health care providers in two acute care programs.

The symptoms were thought to be related to renal failure.

The patient was eventually diagnosed with an incurable malignancy and died shortly after this.

### **Keywords:**

renal failure, abdominal pain

**Device Name (if applicable):**

**Drug/Name/Fluid Name: (if applicable):**

**Type of Analysis:** single event

**Topic:** Care Management

❖ **Findings of the Review:**

The patient made over twenty Emergency Department visits within five months for the same symptoms. The symptoms never resolved.

There were gaps in communication regarding the care of this complex patient between the Emergency Department and the Dialysis unit in the same hospital.

The documentation on the Emergency Treatment Record was not complete, leading to a lack of communication with the primary care physicians and other health care providers.

The roles and responsibilities of care providers in the transition of patient care from hospital to primary care and the reverse are not well-defined.

❖ **Recommendations for Improvement:**

Establish a process to identify and track those patients who visit an Emergency Department on a frequent basis.

Establish a process to formally share treatment information among hospital and community health providers.

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