

# Suicide Steering Committee: Our Journey on the Road of Epic Immersion

Ellen Felkel-Brennan, DNP, RN, CPHQ

Megan Cabrera, MS, CCC-SLP



## Problem Statement

After the initial launch of a system-wide initiative to improve the care of patients at risk for suicide in 2018, ongoing evaluation by the UMass Memorial Health (UMMH) Suicide Steering Committee identified three focused workflows requiring improvement: Incomplete evidenced based suicide risk assessments, inadequate documentation of observation levels, and gaps in environmental checklist documentation.

## Background

After a review of The Joint Commission (TJC) and CMS recommendations regarding patients at risk for suicide, gaps between policy, practice, and standards were identified across the UMMH System. A system suicide steering committee was formed to address the highest areas of risk. The team implemented standard work for screening, assessment, and interventions for patients at risk for suicide.

## Countermeasures / Implementation

Team #1: Observation Checklist	Team #2: Environmental Checklist (EC)	Team #3: Evidence Based Suicide Risk Assessment
Identified various modalities of documentation for observation across entities	Identified various modalities of documentation of the EC	Identified team members that will complete the Columbia Suicide Severity Risk Scale- Risk Assessment (CSSRS-RA)
Current observation flowsheet in Epic was made available for all inpatient behavioral health and non-behavioral health areas	Crosswalk completed of EC used at each entity and combined 9 pieces of information into 3 rows within Epic for efficient and consistent documentation	Validated new Epic functionality allowing users to document in the EHR via a templated note, Care Everywhere, and/or EpiCare Link
Developed and standardized education for caregivers	Created a combined flowsheet within Epic for observation and EC documentation	Built Epic reports and Tableau dashboards to monitor completion of assessment
Leveraged Epic functionality to use Rover for observation documentation	Created roles within Epic for contracted services to document within the EHR	Built Epic BPA to alert providers when mitigation plans did not align with level of suicidality based on the CSSRS-RA

## Scope

**Included:** All ED, behavioral health, and inpatient care units at each entity within the UMMH system

**Excluded:** Ambulatory, OR, and other procedural areas

## Current Conditions



**Environmental Checklist Compliance:**  
25 %

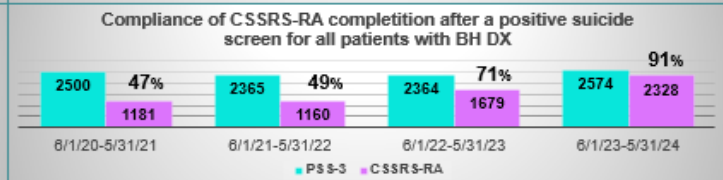
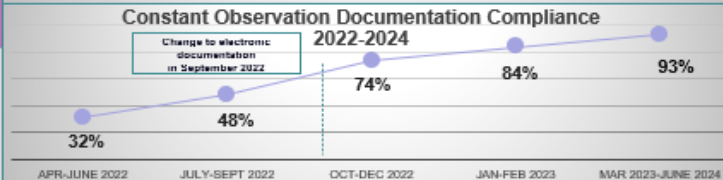
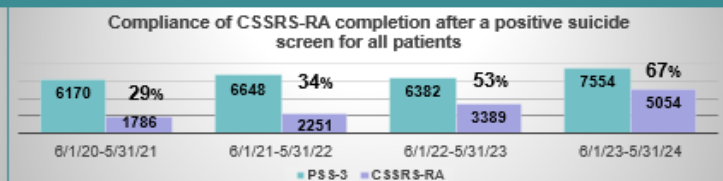
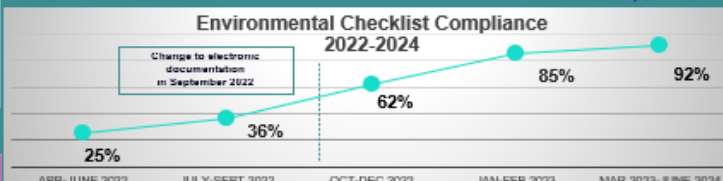


**Observation Checklist Compliance:**  
32 %



**Suicide Risk Assessment Compliance:**  
29 %

## Results



## Roadmap

### SYSTEM SUICIDE PREVENTION ROADMAP USED LEAN METHODOLOGY

- System Stakeholder Meeting (Sr. Leaders)
- First Kaizen focused on the ED and Inpatient Units
- Cascading Screening Tool developed
- Environmental Checklist (paper)
- Constant Observation Process (paper)
- Stratified Mitigation Plan
- Standing Order Panels Created
- Epic Report
- Training Material

Changes in Behavioral Health went live in April

- Three areas of opportunity were identified:
  - CSSRS-RA Compliance
  - Environmental Checklist Compliance
  - Constant Observation Compliance

- Pediatric ASiQ and BSSA were built within Epic flowsheet rows and the provider's templated note



- Changes in Inpatient and Emergency Department went live in Epic in April
- Changes in Ambulatory went live in July
- Second Kaizen took place in Behavioral Health
- Behavioral Health Specific Process was built
  - Environmental Checklist
  - Constant observation Process
  - Order Panels Created
  - CSSRS-RA was implemented

- Suicide Prevention Steering Committee was formed
- Focused improvement teams were initiated:
  - CSSRS-RA Development Team
  - Standing Order - rebuild
  - Forms Team

- Electronic Epic Build Completed
  - Order Modes- Standing order was validated and "per policy" was removed
  - Environmental Checklist
  - Constant Observation/Sitter Doc
  - Leveraged Care Everywhere and EpiCare Link for documentation
  - Created roles within Epic for contracted services to document within the EMR
  - BPA for Providers for CSSRS-RA updates
  - Rover Documentation for observation
  - CSSRS-RA to ED track board

### Metrics:

- Environmental Checklist Compliance: **67% improvement**
- Observation Checklist Compliance: **61% improvement**
- Suicide Risk Assessment: **38% improvement for all patients**  
**44 % improvement for patients with BH DX**

### Lessons Learned:

- Utilize Epic for observation and environmental checklist documentation
- Leverage Care Everywhere and EpiCare Link functionalities
- Notifying providers via BPA allowed for updating mitigation plans in accordance with current CSSRS-RA

### Contact

Ellen Felkel-Brennan  
Ellen.Brennan@umassmemorial.org  
Felkel@umassmemorial.org  
Megan Cabrera  
Megan.Cabrera@umassmemorial.org

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### Acknowledgement

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