

TRAUMA PRACTICE MANAGEMENT MANUAL

9. OPERATIONAL MANAGEMENT GUIDELINES

K. Feedback to Referral Hospitals

Feedback Process to Referring Hospitals

As a high-volume referral center, receiving approximately 40% of its trauma patients through the transfer process, WMC Health's Trauma Program plays a crucial role in providing feedback to referring hospitals. The program fosters strong communication and collaboration with trauma centers and community hospitals across the region, ensuring continuous improvement in patient care and outcomes.

1. Direct Feedback Between Trauma Centers

- In compliance with standards, all trauma centers transferring patients to our regional Level 1 trauma center request and receive formal feedback for each transferred trauma patient detailing patient outcome and any opportunities for improvement.
- WMC Health's trauma program maintains close, ongoing relationships with trauma centers throughout the region and state. This collaboration is facilitated through **monthly case reviews, transfer audits, and regional meetings** where specific patient outcomes and care protocols are discussed.
- As key leaders in the region, the **Chair and Vice Chair of the Hudson Valley Regional Trauma Advisory Committee (HVRTAC) – which are the TMD and TPM for our Level 1 adult trauma program**, our trauma program ensures that high-level feedback and shared learning take place regularly among trauma centers. This helps ensure that all centers are aligned with state and regional trauma guidelines and protocols.

2. Feedback to Community Hospitals

- For community hospitals referring patients to WMC Health, the trauma program provides **direct case-specific feedback** through formal and informal channels. After transfers, patient outcomes, timeliness of care, and adherence to transfer protocols are reviewed, and hospitals are informed of areas of excellence and those requiring improvement.
- This feedback is often delivered through **regional collaboration meetings** and **one-on-one debriefs** with referring hospitals, highlighting ways to enhance initial stabilization and transfer processes.

3. Collaboration with Local Emergency Medical Directors

- WMC Health's trauma program has strengthened its relationship with **local emergency medical directors** at hospitals throughout the region. Regular meetings and collaborations with these directors enable direct feedback on patient transfers and ensure ongoing education and improvements in pre-transfer care.
- These relationships facilitate smoother communication and faster interventions, ensuring that patients receive timely and appropriate trauma care across the system.

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