

Reason For Action

Presence Saint Francis Hospital is consistently unable to transition admitted patients out of the Emergency Department is less than 5 hours. This results in decreased patient satisfaction, increased risk for adverse events, decreased capacity to accept new ED patients, and negative financial impact associated with premium pay.

Initial State

Domain	Metric	Baseline
Quality	ED1A: Emergency Department Length of Stay for Admitted Patients	328 min
Quality	ED2A: Emergency Department Length of Stay from Disposition to Admission	117 min
Quality	Bed Requested to Bed Assigned	48 min
Service	HCAHPS – Emergency Dept Rating	43%

Initial State Characteristics:

- ED LOS greater than 5 hours for admitted patients
- Decreased staff and patient satisfaction
- Decreased productivity due to long wait times
- Inconsistent handoff process

Target State

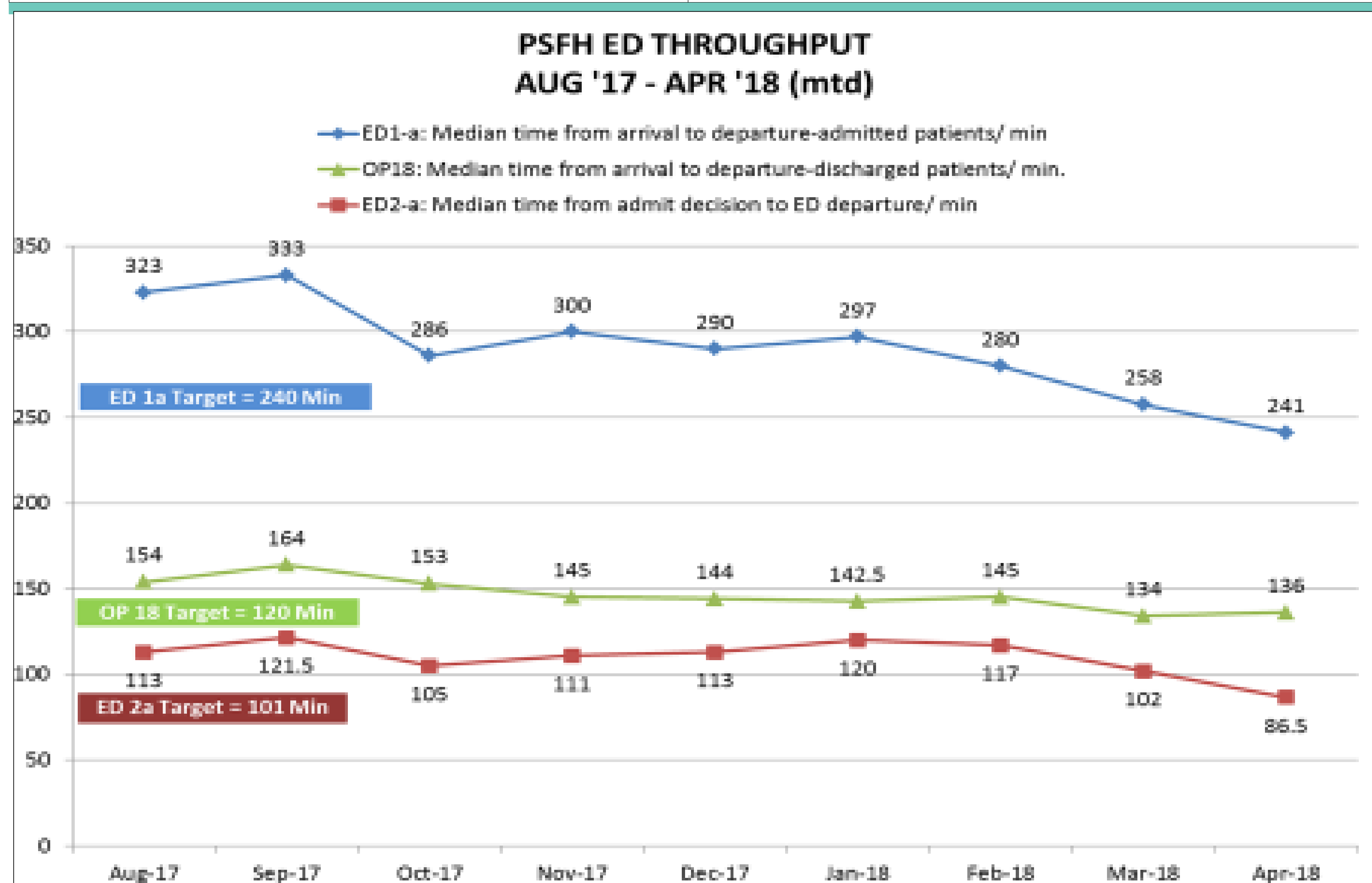
Domain	Metric	Baseline	Target
Quality	ED1A: Emergency Department Length of Stay for Admitted Patients	328	240 min
Quality	ED2A: Emergency Department Length of Stay from Disposition to Admission	117	101 min
Quality	Bed Requested to Bed Assigned	48	15 min
Service	HCAHPS – Emergency Dept Rating	43%	55%

Target State Characteristics:

- Increase patient and staff satisfaction
- Consistently meet ED LOS targets
- Improved transitions of care across the organization

Solution Approach

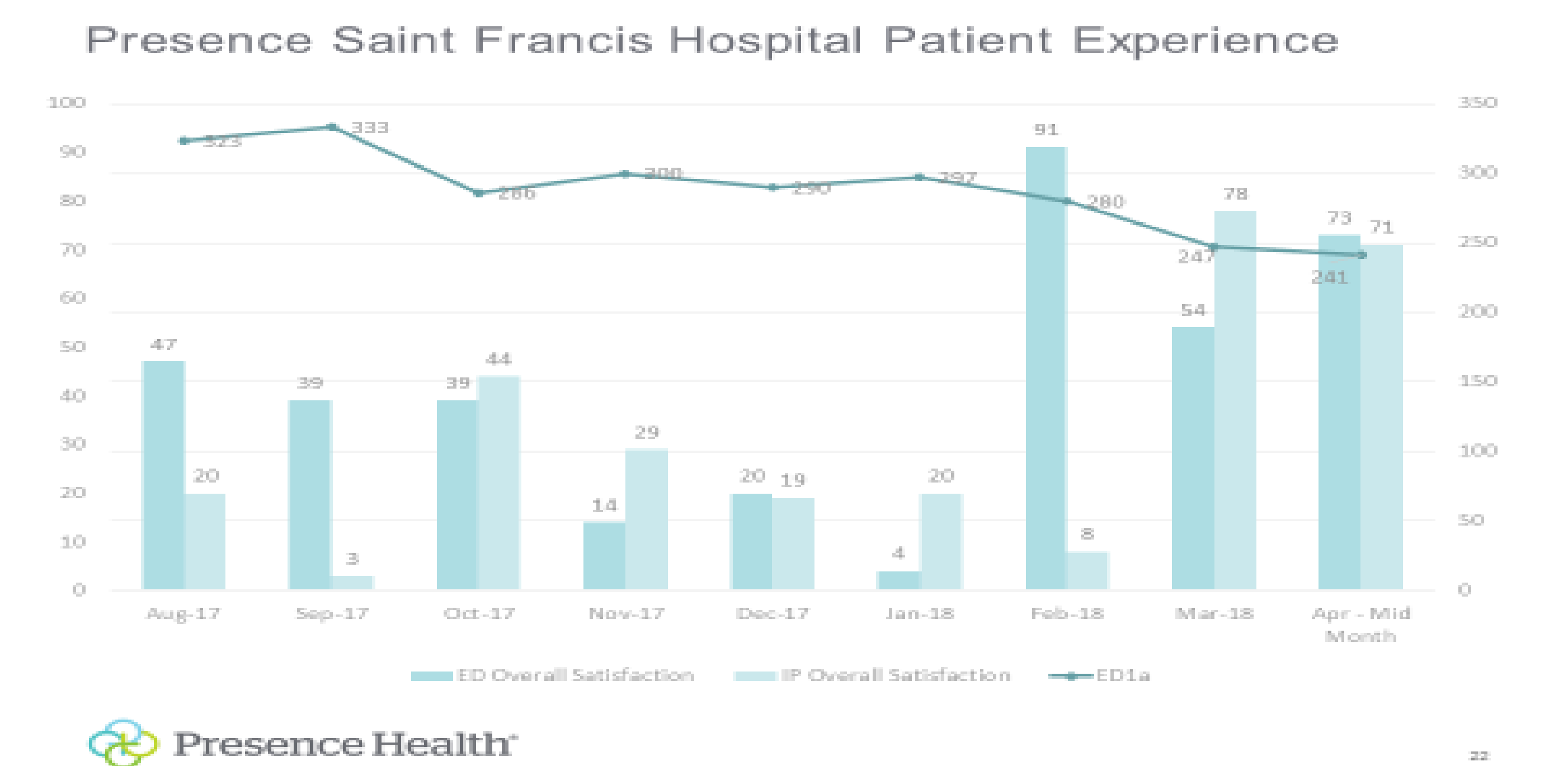
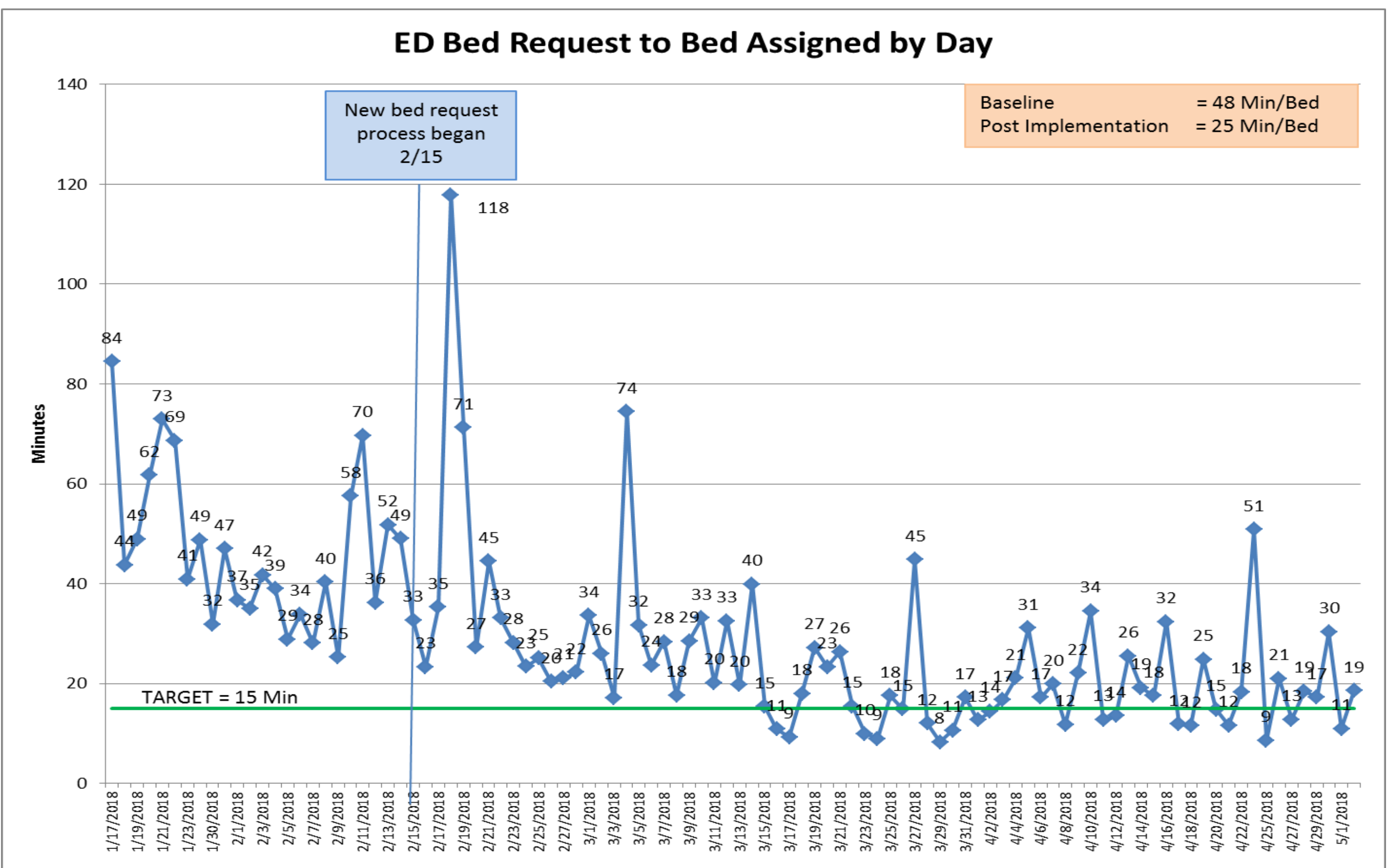
If We Did This...	Then We Would Expect These Results...
<i>If we reduced variation in the House Manager process</i>	Consistently meeting 15 min bed placement goal
<i>If we identified next Bed Assigned prior to request</i>	Decreased time waiting in the ED for bed placement
<i>If we were able to standardize the handoff process</i>	Reduce variation, improve coordination of care and improve staff satisfaction
<i>If we were to have a transporter take pts from the ED to radiology...</i>	Decrease CT wait time and less time for ED and CT techs away from their patients
<i>If we were to streamline the attending notification process</i>	Less time waiting for returned phone calls between physicians prior to admission. Allowing more timely admission



Acknowledgements

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RESULTS



Confirmed State

Domain	Metric	Base	Target	2018	Trend
Quality	ED1A: Emergency Department Length of Stay for Admitted Patients	328 min	240 min	270 min	Green
Quality	ED2A: Emergency Department Length of Stay from Disposition to Admission	117 min	101 min	107 min	Green
Quality	Bed Requested to Bed Assigned	48 min	15 min	25 min	Green
Service	HCAHPS – Emergency Dept Rating	43%	55%	30%	Red

ANALYSIS AND NEXT STEPS:

Significant gains in ED throughput achieved House wide approach increased collaboration between departments.

- Next steps**
- Improve efficiency of ED to IP handoff
 - Reduce ED to Lab Turnaround times
 - Continued ED and Radiology Improvement work
 - Improve Inpatient throughput through early discharges, increasing bed availability for ED patients

PSFH ED THROUGHPUT AUG '17 - APR '18 (mtd)

- ED1-a: Median time from arrival to departure-admitted patients/ min
- OP18: Median time from arrival to departure-discharged patients/ min.
- ED2-a: Median time from admit decision to ED departure/ min

