



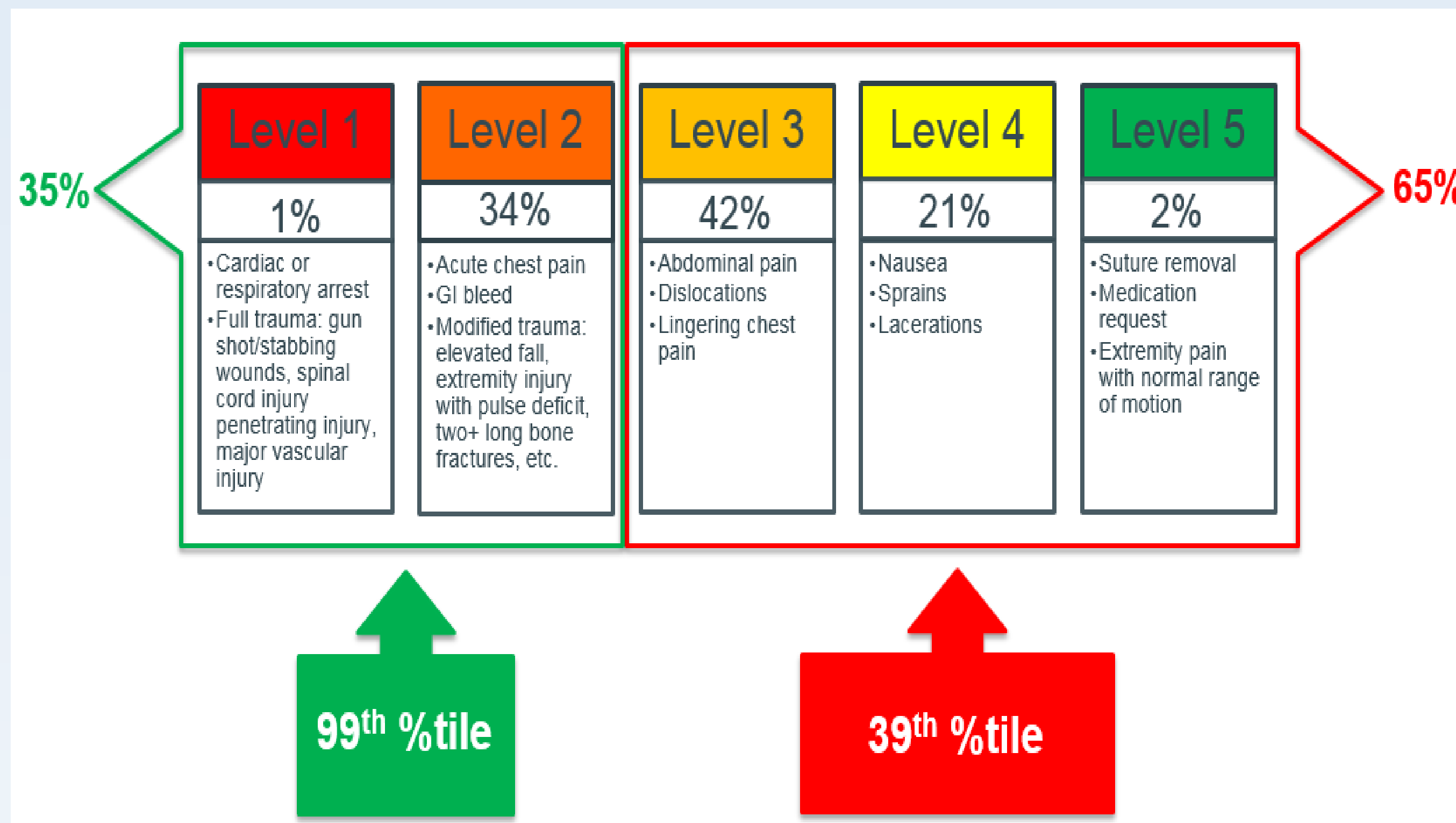
Emergency Department Pod 4 Expansion and Process Improves Patient Experience



Sarah Horn MBA, BSN, RN, NE-BC, RNC-NIC; Nancy Bee, BSN, RN, CEN; Joshua Walterscheid, MD; Kaitrin Bassett MBA, CHSP

Background and Problem

The ED's greatest opportunity for improving the patients' experience is decreasing the delays that occur at time of arrival to seeing a provider and the overall amount of time from arrival to discharge with the 3s, 4s, and 5s.



High acuity patients (level 1 & 2) who are typically seen right away make up 35% of the ED volume and report having an exceptional experience (99th percentile).

Lower acuity patients (level 3, 4, & 5) make up the majority of ED population and report a lower level of satisfaction with their experience (39th percentile).

Hypothesis

If we decrease "Door to Discharge" to an average of 180 minutes for level 3s, and 70 minutes for 4s and 5s, and decrease "Door to Provider" to an average of 30 minutes for 3s and 20 min for 4s and 5s then we will increase ED patient experience mean score to ≥ 86.6 by end of FY18.

Special Acknowledgements

Every single employee and supporter of Salem Health has impacted our work. Even if you do not touch the ED directly, your co-worker or leadership does and the support you give them extends to us. There is a village of executives, designers, project managers, kaizen team members, engineers, construction personnel, patient experience/advocacy team members, supply chain personnel, volunteers, marketing staff and more. Special thanks to:

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- PMO and Facilities Departments
- All departments and staff who touch the ED and have worked on improving their processes and flow right alongside us
- Salem Health Strategic Planning A3 Leaders

Countermeasure: ED Expansion

- An additional 3,000 sq. ft. for the NEW eight **POD 4 Treatment** rooms and the NEW **Results Pending** area.
- Redesign of patient registration to compliment the new workflow



Countermeasure: NEW PROCESS

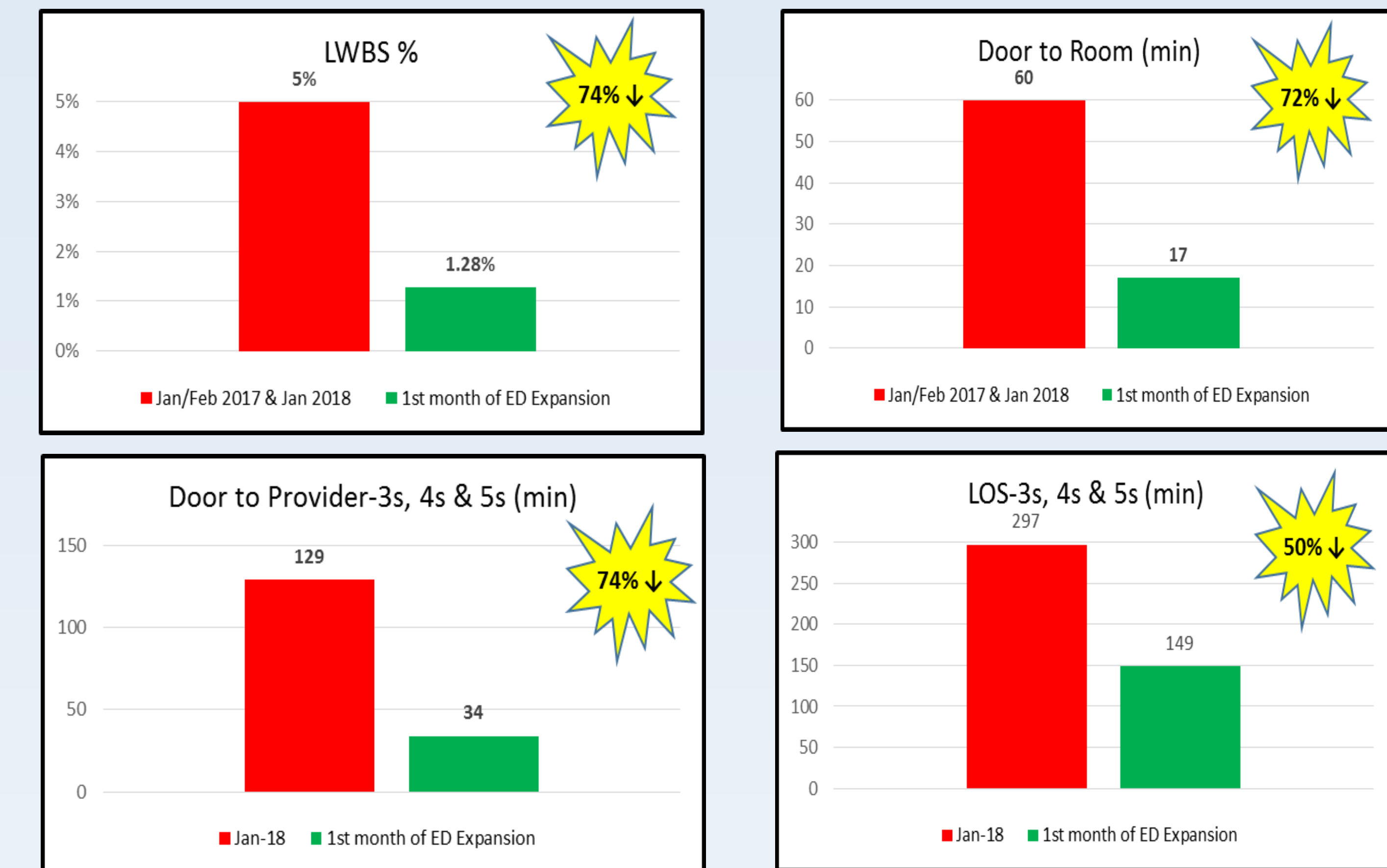
NEW flow model allows the provider to see the patient quickly AND frees up the room quickly for the next patient!

1. Level 3,4,5 patients go directly to **Pod 4 Treatment** room, where he/she is evaluated by the provider and nurse. Provider orders appropriate tests/treatments and the patient receives initial nursing care.
2. Patient is escorted to the **Results Pending** area, continue to be monitored by ED nurses with reassessments, medications, treatments in response to test results.
3. Once all tests have resulted on the patient, nurse notifies provider, patient is brought to a conference room where the provider reviews test results and provides final instructions.

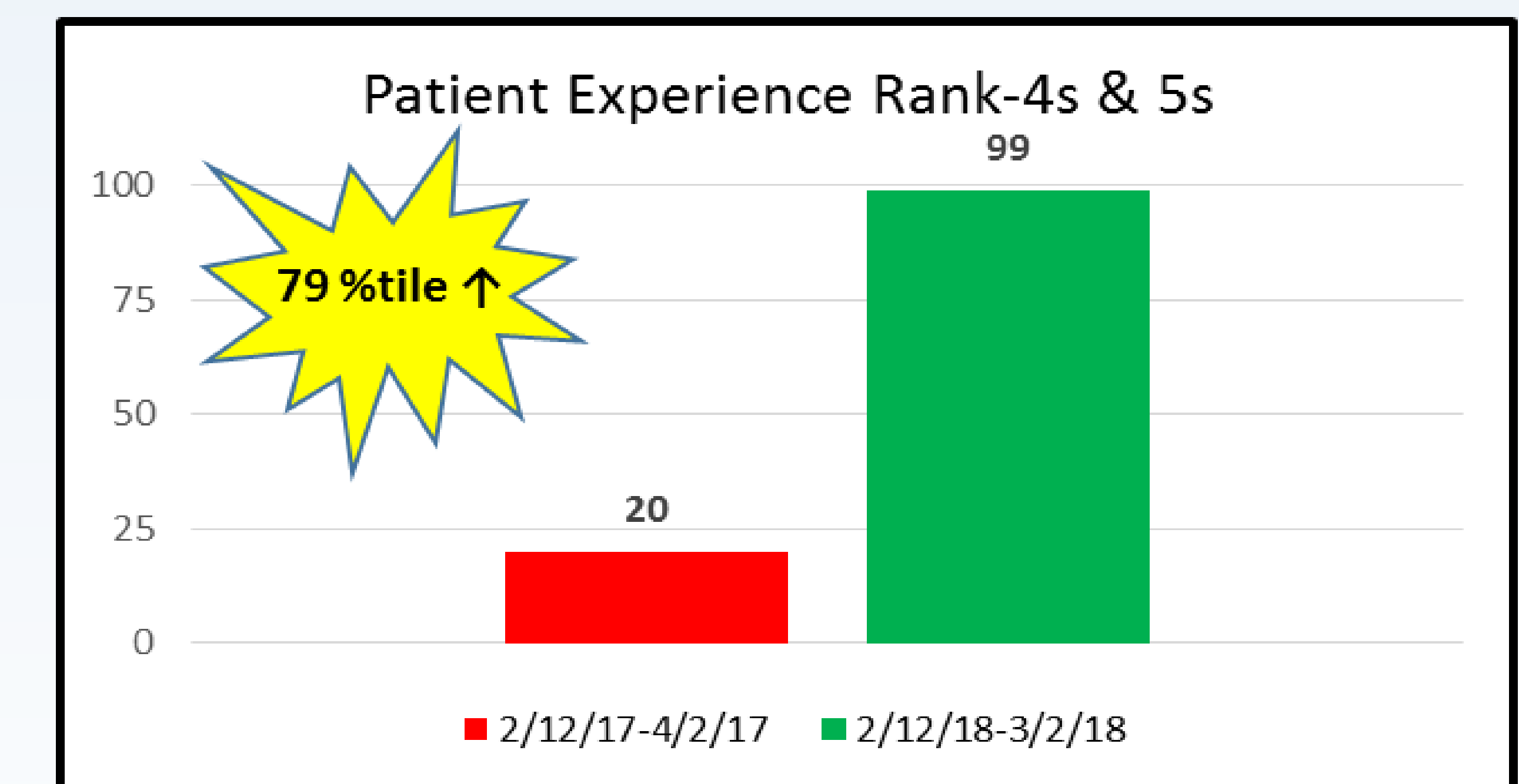
NEW Standard Work (over 20), such as:

1. Standard Work Triage Screener
2. Standard Work Triage Tech
3. Standard Work Triage RN

Process Metric Results



Outcome Metric Results



Conclusion

The ED POD 4 Expansion and NEW process has resulted in an exceptional experience for our patients and our community. This NEW process has proven that decreasing door to provider time makes substantial improvement in the patient experience.

For more information, contact: Nancy.Bee@SalemHealth.org