



# Our Journey: Decreasing Time from Decision-to-Admit to ED Departure

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### Purpose



To optimize patient flow, decrease time from decision to admit to ED departure, and reduce ED diversion hours by engaging a whole hospital response that would facilitate pulling admitted patients from the ED and placing them in inpatient beds

## Design

**Quality Improvement Project** 



Teaching, urban emergency department with 61,000 visits



#### Participants

Emergency Nursing, ED Physicians and Medicine Directors

**Diagnostic Imaging Safety Officer** 

**Representatives from 38 departments** 

## Relevance/Significance



Based on the principles of Lean/Six Sigma, an Operational Excellence project titled *Status Indicator and Back-up Plan* began in 2012

> Lifespan Operational Excellence (OpX)

This project demonstrates how nursing and involvement from 38 departments can connect quality, safety and staffing to improve admit to ED departure and reduce ED diversion hours

### Methods

Key tools that were developed and implemented in September 2012 included a status indicator grid, status alerts, and status alert standard work

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Calculator Score	ID-50%) NORMAL	151-890 8059	(P0-122%) OVEROROWDED	022 + 1 SEVERELY OVERCROWDED	Operations Plan (t) Number of patient requiring renderation store filter series		
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The Seturation Coloudelar willian used to define Twee 82 triggers	a) Total number of emergence department autients						
	b) Total number of emergency department beds staffed at time of calculation						
	<ol> <li>Number of EU 2 patients in the energy ray department</li> </ol>						
	d Longest admit waiting/ime/for patients in EDLs / sult a bed assignment(Color/sults)						
	e) congest weiting time	foe patientaminato evaluation	to 40 (minutes)				
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malding Units for Admitted Patients		18 open/and for 6 beds	Procedure Care Unit, First Floor open/staffed for 5 bests Hit open/staffed for 5 bests				
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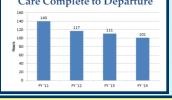
Using an alert color scheme, the status indicator grid defines capacity management based on identified standard work

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There is now a leveled methodology to improve flow and accommodate surge

## **Results/Outcomes**





### Implications

Decision to admit to ED departure management is dynamic

It is important to have hospital processes and supporting tools to continuously evaluate and allow for real time changes

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