

REDUCED LWBS WITH TEAM TRIAGE

HENRY FORD ALLEGIANCE HEALTH



CHALLENGE

Left Without Being Seen (LWBS) rates were steadily climbing as ED visits increased at Henry Ford Allegiance Health Hospital. The process of triage first, then evaluation and treatment by a physician, meant that patients with minor issues had to wait the longest - sometimes long enough that they gave up. IEP knew if the rate continued to climb it would have a serious impact on patient satisfaction and hospital revenue long-term.

SOLUTION

IEP developed a "doc-forward" triage process that teamed together a physician, nurse, tech and scribe to assess and treat patients prior to being brought back into the department. This new team model provided treatment without delay to Level 3 patients with minor issues so they were moved through the ED much quicker. It also freed up provider time to focus on patients with more serious conditions which had the added benefit of reducing admit-to-bed times on average by several hours.

RESULTS

LWBS rates went from
0.8% to 0.2%.

Median length of stay for priority 3 patients
went from 240 minutes to 116 minutes in triage.

More teamwork among
providers improved morale.

FASTER ASSESSMENTS = IMPROVED PATIENT SAFETY.

LWBS MUCH LOWER THAN NATIONAL BENCHMARKS.