

IMPROVED PATIENT THROUGHPUT

ASCENSION PROVIDENCE PARK HOSPITAL



CHALLENGE

Optimizing patient throughput and delivering better patient experiences is important for IEP and its hospital partner, Ascension Providence Park. But patient intake often delays overall patient throughput and forces patients into a single inefficient funnel for patient care. IEP led an initiative to improve process and patient throughput. By using data analytics and root cause analysis, IEP showed that lower acuity patients were triaged last and had the greatest delay in patient care.

SOLUTION

IEP worked with nursing leadership to change the culture of triage and intake to a culture of direct bedding and split flow. The team developed a split flow process that identified low acuity ESL 4/5 and ESL 3 patients, then created a designated area for these patients to receive a more detailed evaluation after initial intake. Low acuity patients were treated and moved through quicker, which left more time for providers to spend with sicker patients. Split flow minimized patient wait times and expedited patients toward the right care.

RESULTS

18% of ED volume seen in split flow with average 90 minute turnaround.

Decreased overall length of stay.

Reduced the overall turnaround time of all discharge patients.

Achieved faster door to disposition time.

NO ADDITIONAL RESOURCES WERE REQUIRED.

"WAITING EMS" BECAME A "**WALKING EMS**" WITH THE RIGHT CARE IN THE RIGHT AREA.