ISSUE When investigating long Lengths of stay in the Emergency Department - Data shared that this occured more frequently from midnight to 8am in 2016

BACKGROUND/MEASUREMENT

Of the 41 charts audited by our team - inaccurately recorded discharge times were found in 9 of the audited. Charts = 22%

CURRENT CONDITION

PROBLEM ANALYSIS

1) Why don't the registration, CNA staff know the actual discharge time of pt
   - ~ There is no standard process for recording discharge time
   - ~ Why is there no standard process?
   - ~ There is no identified process provided in training.
   - ~ Why is there no identified process in training?
   - ~ There are multiple preceptors who train new staff that leads to variance in training.
   - ~ Why is there variance in training?
     There is no written standard process as a resource.

2) Why is the discharge summary not a resource to verify departure time?
   - ~ There is variability in how this form is filled out.
   - ~ Why is there variability in how the form is filled out?
   - ~ Some staff backtime the form to actual departure time & some do not. - Why
   - ~ There is no standard process - individual processes have evolved over time. Why?
   - ~ No one method identified for how to accurately complete discharge summary.

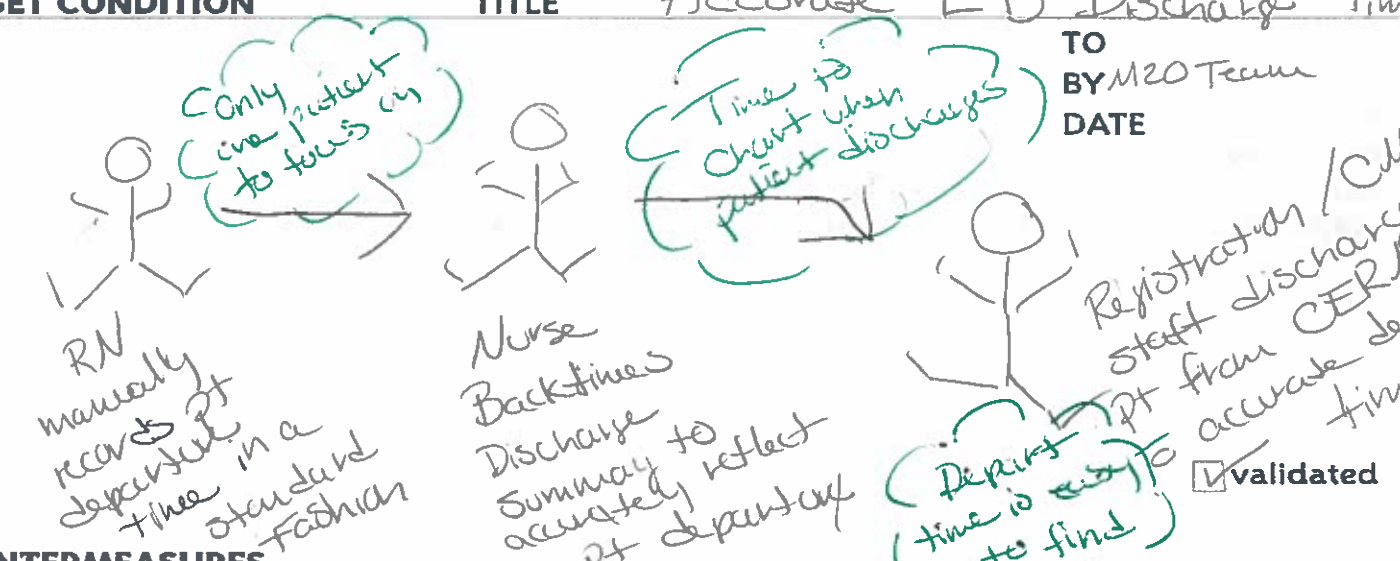
TARGET CONDITION

TITLE Accurate ED Discharge Times

TO

BY M20 Team

DATE



COUNTERMEASURES

1) standard process for registration staff to accurately discharge patient from EMR
2) Standard process for nurse to chart actual patient departure

IMPLEMENTATION PLAN

what	who	when	outcome
1) Manual documentation of departure time of pt	Nursing	at time of depart May 17th & 18th -	Standardized placement of discharge time
2) Modify Discharge documentation manual & educate staff on new process.	Registration Lead (PAS Lead)	May 16th staff meeting	Standardized process for registration staff

* Specific training with new hires & ongoing education if error rate increases.

COST OF IMPLEMENTATION

$ 22 to 100

COST BENEFIT

Recoupment of 1 hour of staff time/week in Medical Records & Registration. With Accurately recorded discharge times we can determine if any length of stay problems exist.

TEST

Tested w staff at the end of April.

FOLLOW UP

what	who	when	Improvement Complete
100% Audit MN-0800 AM Charts monthly	Medical Records	After Reciving Daily Census -	☐ yes ☐ no ☐ yes ☐ no ☐ yes ☐ no