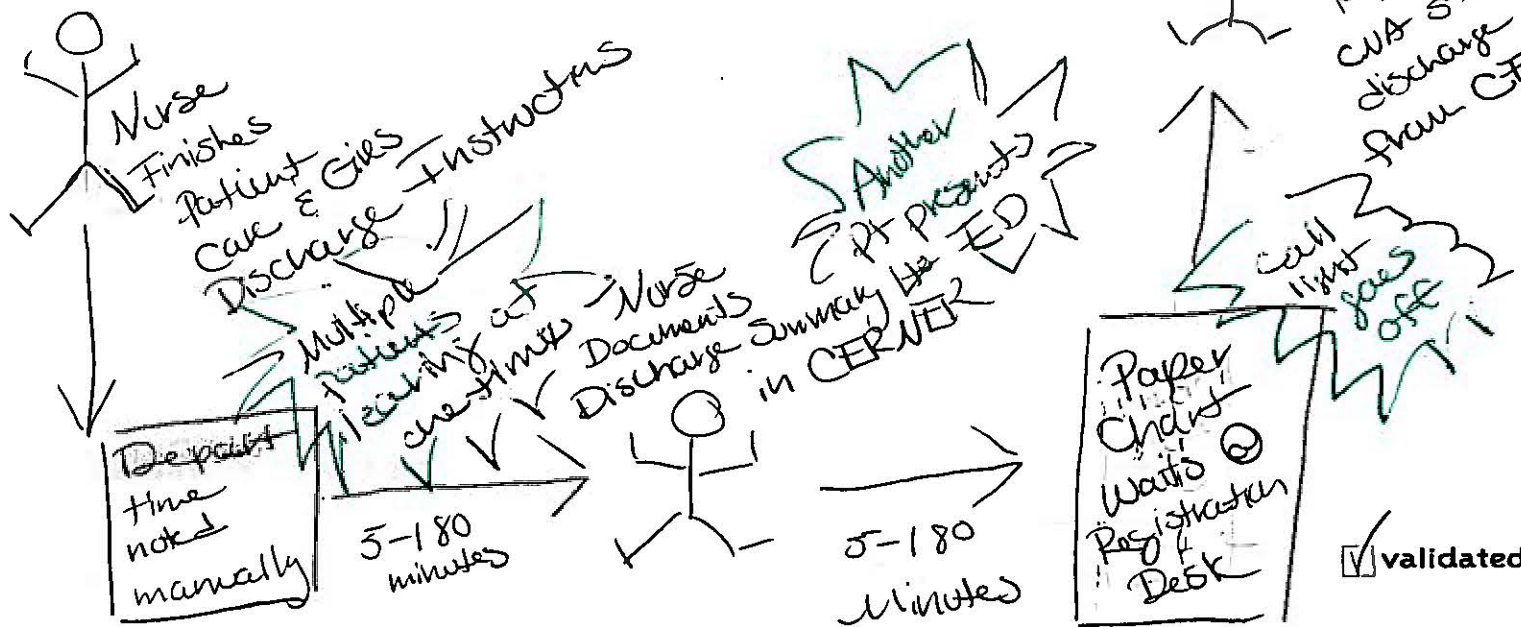


**ISSUE** When investigating long lengths of stay in the Emergency Department - Data showed that this occurred more frequently from midnight to 8am in 2016

**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**

- 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.

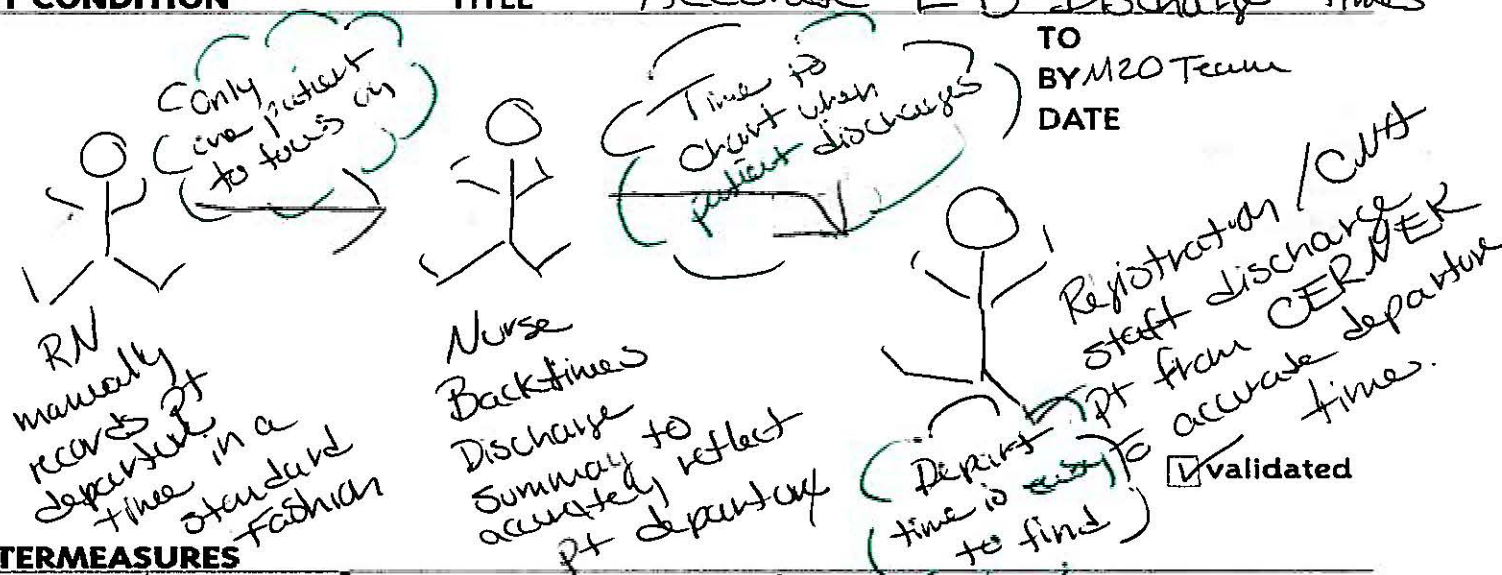
- Why is the discharge summary not a resource to verify departure time.
  - ~ There is variability in how this form is filled out.
  - ~ why is there variability in how the form is filled out?
  - ~ Some staff backtime the form to actual departure time & some do not. - why
  - ~ There is no standard 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**

- Standard process for registration staff to accurately discharge patient from EMR
- 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 care May 17th & 18th	Standardized placement of discharge time
2) Modify Discharge documentation manual & educate staff on new process.	Registration Lead (DAS Lead)	May 16th staff meeting	standardized process for registration staff

**COST OF IMPLEMENTATION**

\$ 22 <sup>70</sup>/<sub>100</sub>

**COST BENEFIT**

Recruitment 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 5 staff at the end of April.

**FOLLOW UP**

what	who	when	Improvement Complete
100% Audit MN-0800AM charts monthly	Medical Records	After Receiving Daily Census -	<input type="checkbox"/> yes <input type="checkbox"/> no
			<input type="checkbox"/> yes <input type="checkbox"/> no
			<input type="checkbox"/> yes <input type="checkbox"/> no
			<input type="checkbox"/> yes <input type="checkbox"/> no