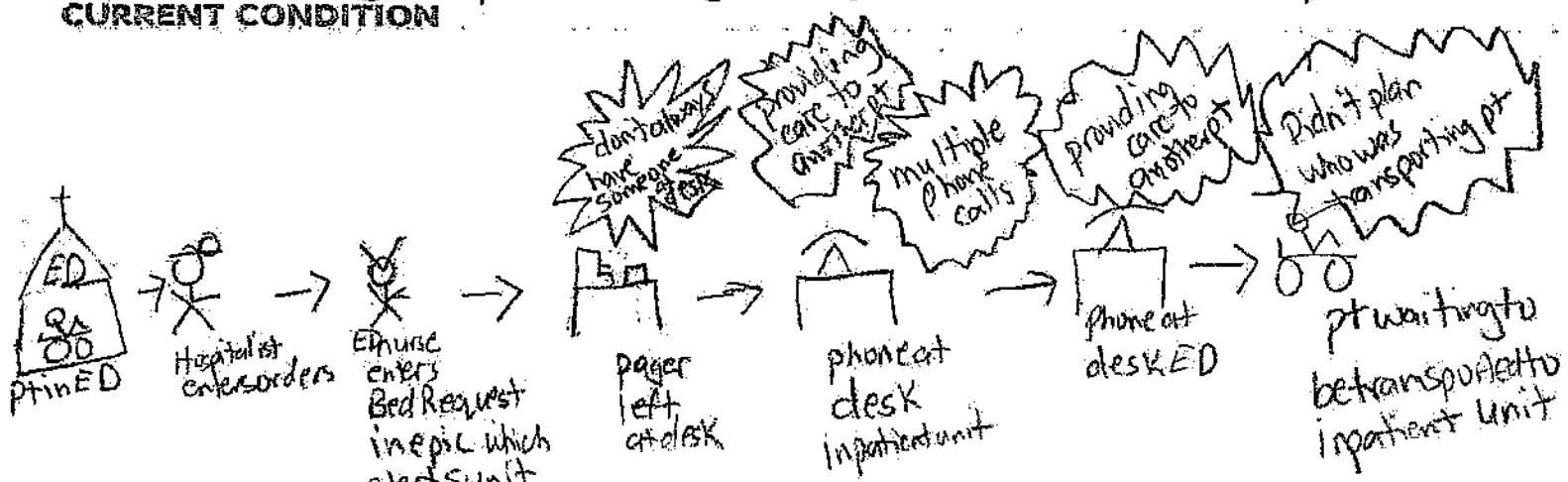
ISSUE Inconsistent mode of communication from ED nurse to unit nurse for patient transfer

BACKGROUND/MEASUREMENT We have on averge 60 admits per month from ED
Average time from bed request to patient report for 15 observations was 33.6minutes.
It took on average 3 phone calls to get bed request, bed placement and report to unit.

CURRENT CONDITION



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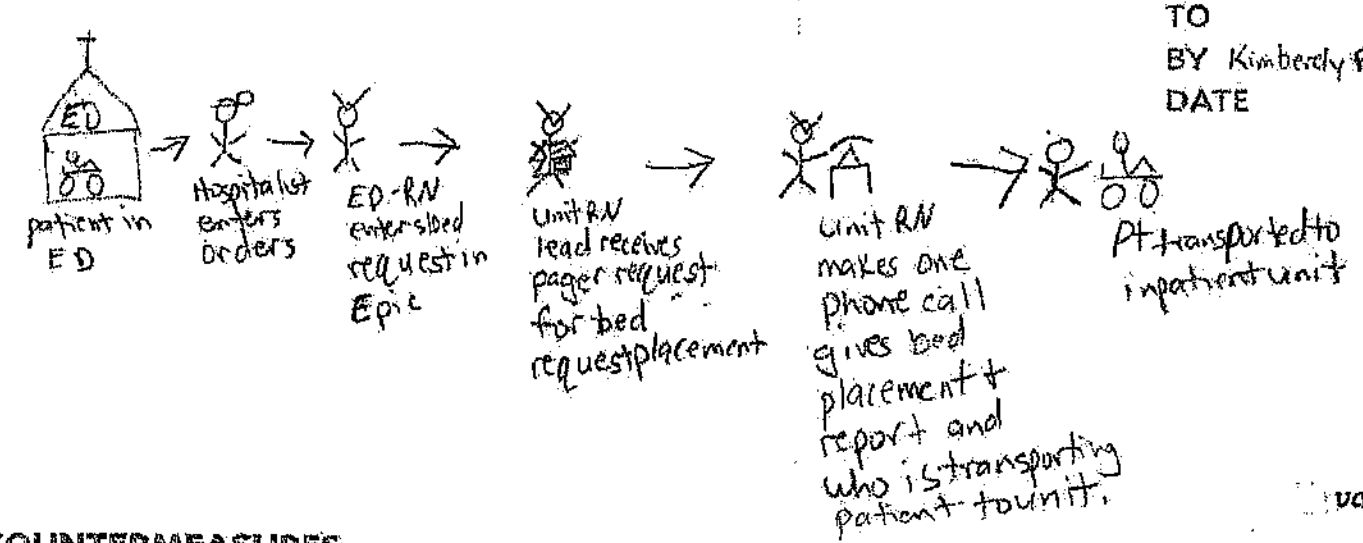
PROBLEM ANALYSIS

1. Delay in Bed request Notification from epic
   why? The pager that receives it on unit is sitting at desk
   why? Used to have ward clerks sitting at desk to receive pager request.
   why? Do not always have Ward clerks staffed any longer.
   why? No new process in place to get prompt pager notification

2. Getting in contact with unit nurses to get information to transfer
   why? when nursing staff calls they may not be at nursing station to answer
   why? Nursing staff may be providing care for another patient.
   why? We don't have anyone staffing nurses station
   why? Nurses sometimes need to make multiple calls to get information.
   why? No formal process in place to make just one phone call.

TARGET CONDITION **TITLE**

TO
BY Kimberly Fallon + Dena Glass
DATE



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COUNTERMEASURES
Will have designated RN on each unit carry pager each shift.
When unit RN calls to give bed placement will also receive report and determine whose transporting patient over to unit

IMPLEMENTATION PLAN

what	who	when	outcome
Pager Assignment each shift to carry	Nurse Leader	5/8/17	To get instant alert for ED patient ready for inpatient transfer.
Train staff to make one call to get/give pt. info.	Dawna + Kim	5-10-17	To save time and eliminate multiple phone call transaction - getting pt to floor quicker.
Create Education plan	Dawna, Tang, Dena	5/10/17	To have a definitive Plan for rollout to staff.
Rollout Education @ nursing meetings	5/10, 5/24, 5/25		All staff will be educated & will follow the new process.

COST OF IMPLEMENTATION
Initial training 1/2 hour 30 x $27.67/2 = $415.05
Continued training 2(15 x $27.67/2) = $415.05

COST BENEFIT
60 ED admits per month x 12 = 720 annual
720 admits * ($27.67/4) * 2 = $9,961.20
Increased staff Satisfaction
Increased patient Satisfaction
Reduce staff confusion.

TEST

FOLLOW UP

what	who	when	Improvement	Complete
				yes no
				yes no
				yes no
				yes no