

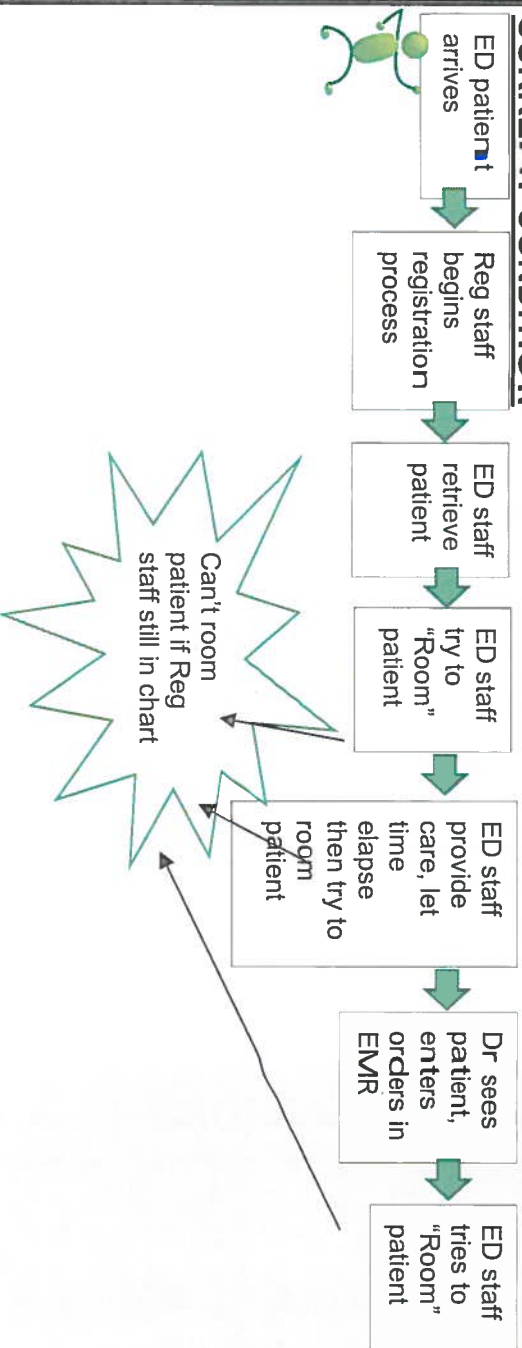
Title: Emergency Patients Rooming

Date: 4/26/17
Approval Date: ED Rooming Issue

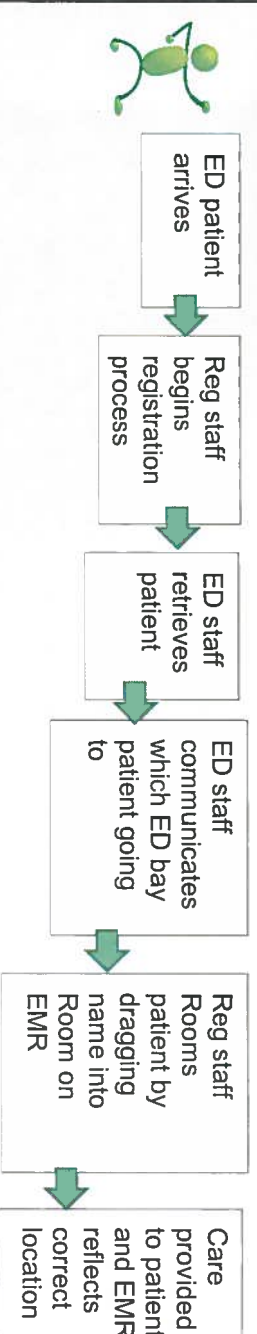
BACKGROUND

- Patients presenting at ED registration desk for ED visit are not consistently "roomed" in the EMR before cares are provided or orders are placed in the EMR, record shows cares provided while patient location is the lobby

CURRENT CONDITION



TARGET CONDITION



COUNTERMEASURES

Reg staff could room the patient, ER staff communicates the room to them when retrieving patient
Autosigning would decrease time reg staff need to be in the EMR

IMPLEMENTATION PLAN

Educate ED staff to announce which room patient will go to – Pam/Kay – 4/26/17
Educate Reg staff how to "Room" a patient – Neava 4/26/17
Begin trial of Reg staff to Room patient 4/26/17 afternoon

COST OF IMPLEMENTATION - NO COST

COST BENEFIT
Reduced staff frustration
Clarity of EMR in location of where care was provided

GOAL PROBLEM ANALYSIS

- Patient's chart caught between registration work and ER staff work
 WHY: Registration staff still working in the EMR for this patient – (incidence 31% of patients)
 Why is Reg staff still working in the chart?
 - scanning insurance cards, verifying information,
 - an error holds up the chart and Reg staff may not notice this right away.
- Registration staff working in the chart holds up the Rooming function and the Arrival screen for ED nursing staff

TEST

Begin trial of Reg staff to Room patient 4/26/17 afternoon – Kay will test with next three patients

FOLLOW UP

What	Who	When	Improvement Complete?
Ask if this process is working – Peggy		5/5/17	Yes
Reg staff rooming only works when the patient is still sitting at the registration desk. When the registration is complete, and the patient is waiting in the lobby, the ED staff will do the rooming function.			
Review ED times of presentation, rooming and cares provided – Peggy - May 8 2017 - Communicate results to ED and Reg staff			
Mini-posters for computers to remind in the shared Rooming – Peggy – May 8 - complete			

Autosign equipment not in the budget at this time.