

**Facility: Clark Fork Valley Hospital**

**Project Team Members (name, title):**

- 1. Lisa Eberhardt RN – Chief Nursing Officer**
- 2. Danita Grossberg RN – Acute Care Manager**
- 3. Phil Grossarth RN – ER Lead & Trauma Coordinator**
- 4. Jason Thornton – Unit Secretary Lead**
- 5. Chris Cockrell RN – Performance Improvement Manager**

**ED Throughput Process Analyzed:**

**The workflow from time of discharge order written to patient discharged (left facility) on ED patient discharged home.**

**Issue Statement:**

**There were delays in entering correct & timely discharge time.**

**Goal: 1. Decrease LOS from baseline of 156 minutes to 136 minutes.**

- 2. Have patients discharged in less than 20 minutes after discharge order written.**

**Implementation Results and Desired Outcomes (Actual/Projected):**

- 1. Documentation of accurate & timely discharge time.**
- 2. Reduction in LOS from 156 minutes to goal of 136 minutes. Current LOS as of 5/1/17 is 143.**
- 3. Increase the number of ED patients discharged home from baseline of 36% by 10% initially. Current percentage of compliance is 40%.**

**Next Steps:**

- 1. Monitor ED patients discharged home LOS monthly & evaluate for trends. Daily reports are run & reviewed by CNO & outliers referred to Acute Care Manager for evaluation.**
- 2. Ongoing Education of staff as necessary.**
- 3. Spot audits of charts of Charts for presence of AVS. Have Unit Secretaries do 24 hour audits on ED patients seen for presence of AVS & time of discharge noted.**
- 4. Consider next project: Looking at length of time from registration to triage.**