

Project Overview

Daniels Memorial Healthcare Center

Project Team Members (name, title):

1. Athena G Quality
2. Naomi R DON
3. Dr. Mahdi Medical Director
4. Dave R CEO

ED Throughput Process Analyzed:

The ordering process in the electronic health record (Cerner) not complete.

Issue Statement:

The missing orders caused confusion on what was needed to be done. Charting was not completed and missing charges due to no charting.

Implementation Results and Desired Outcomes (Actual/Projected):

Actual

1. A standardized process was created.
2. Training for the providers with check lists.

Projected

1. Spot audit with individualized training.
2. Weekly audits.
3. Reanalyze the process for effectiveness.

Next Steps: Auditing and making adjustment as needed.