

Project Overview

Sidney Health Center

PROJECT TEAM:

1. Director of Nurses
2. ED Nurses
3. Quality Improvement Director
4. Registration staff participated after project was selected

PROJECT SELECTION

- “Roomed” is a designation of location for the patient that is shared by admissions and the ED staff.
- Often the “roomed” function was being held up by unknown factors and ED staff were not able to assign the patient into a room before starting the process of providing care (31% of the time)
 - Frustration for ED staff
 - Record shows patient received the cares in the lobby
- We understand that this did not impact time but we felt it would improve teamwork between Registration and ED staff, and improve the validity of the documentation

GOAL:

Our goal was to find a phase of care within the typical Emergency patient event that was within our control and that needed improvement

- We broke the ED stay into sections
 - Presentation to Roomed
 - Roomed to Seen
 - Orders to Results
 - Results to Decision (admit, discharge, transfer)
 - Decision to Disposition
- We reviewed the data in each area. This information can be found in our EMR

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Learning and Research and Action

- Registration staff were invited to discuss the issue
- We learned that a simple “Drag and Drop” process by Registration staff would room the patient and solve the problem.
- Discussed the “fix” with ED staff
 - Team members planned a word of mouth change implementation
- Training to all Registration staff on the process of Rooming
 - Complete on April 26

OUTCOMES

- A sample of ED patients from April 27 to May 7
 - 26% are given cares before rooming, a decrease of 5%
 - 12% were roomed by Registration staff
- Interviews with Emergency Department Staff
- Interviews with Registration staff

NEXT STEPS

- Second wave of data sharing to ED staff on the Rooming process and results
- Continue looking at data to find a phase of care where times could be shortened