

Strategies for Managing Patient Flow

The Main Waiting Room At Any Time



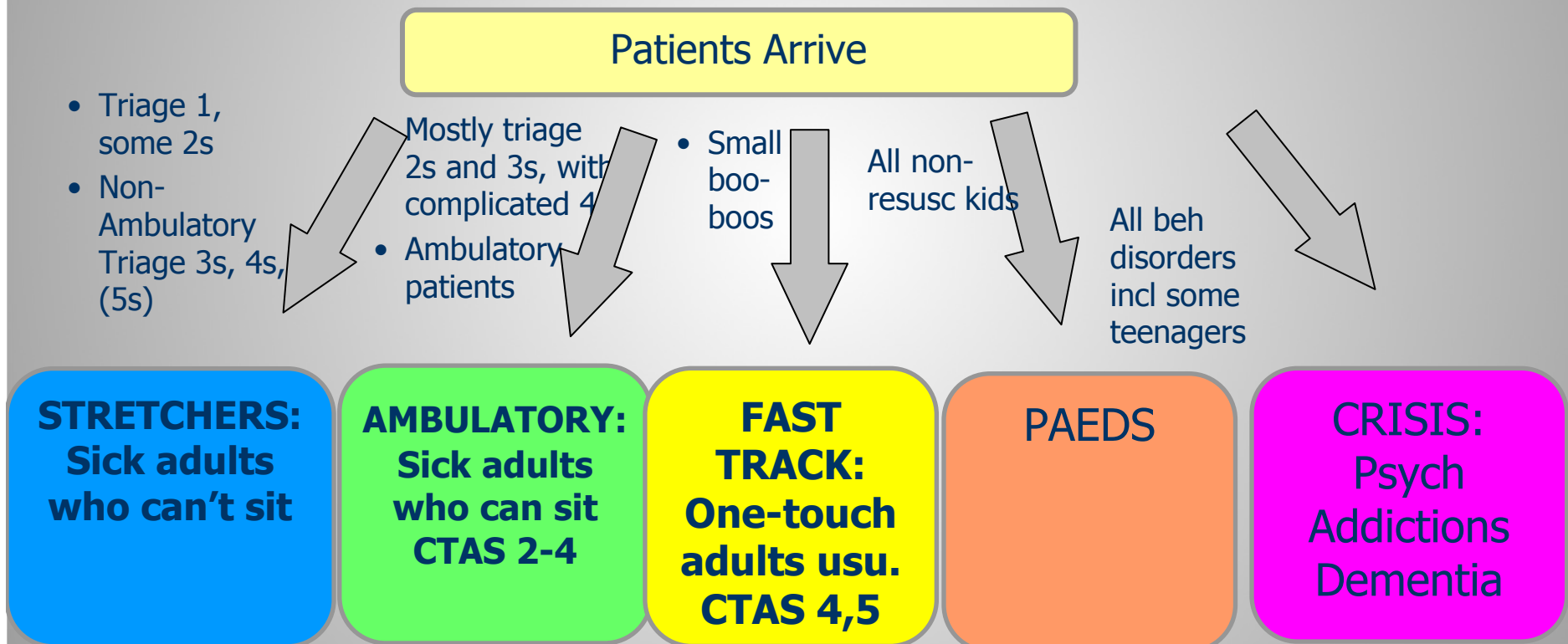
Triage Process

- Rapid triage (30-90 sec)
- No barrier to pt. care at triage: RNs like this position
- No patients in waiting room = no resources wasted on patient observation
- No loss of info bet triage nurse and primary nurse
- Fast access to primary nurse and definitive care



What is “Streaming”?

➤ Streaming patients to three main areas:



Ambulatory Area

- Used as overflow for Urgent Area stretcher patients
- 5 exam rooms; 120 patients/day
- Flexible nurse to patient ratio
- Nurse immediately:
 - ◆ Completes triage
 - ◆ Does primary assessment
 - ◆ Initiates protocols
 - ◆ Calls MD for non-protocol orders (pain, asthma, non-directive XR)
- Physician assessment
- Flow achieved through moving patients between stretchers and ambulatory waiting room

Treatment Room Utilization

	<u>Ambulatory</u>	<u>Fast Track</u>
Average Patients/Day	64 patients	64 patients
75% of patients seen 1000-2400	48 patients	48 patients
Average LOS	4.0 hours	2.5 hours
Treatment Room Hours (rooms x hours)	70	28
Patient Capacity – Traditional Model	12	19
Percent capacity - Traditional Model	25	40

RN and EP Culture Shift

Ambulatory:

- Resistance to Ambulatory process because of need to move sick patients from stretchers to chairs.
- Nurse to patient ratio managed through introduction of float nurse, realignment of shifts with patient volumes, and reassignment of nurses as required.
- Concerns overcome through ability to care for more patients in a timely manner.

Waiting rooms for waiting



Treatment rooms for
treatment



EMS Patients Transferred To Ambulatory Area

2007-2008 Q1-Q3	Total EMS Visits By CTAS	EMS Visits to Ambulatory Area	%	EMS Visits to Ambulatory Area Who Remain	%	EMS Visits to Ambulatory Area Transferred to Alternate Area	%
CTAS-1	157	0	0%	0	0%	0	0%
CTAS-2	3,886	186	4.8%	100	53.8%	86	46.2%
CTAS-3	5,997	1,342	22.4%	995	74.1%	347	25.9%
CTAS-4	1,067	278	26.1%	228	82.0%	50	18%
CTAS-5	69	16	23.2%	12	75.0%	4	25.0%
Total	11,176	1,882	16.3%	1,335	73.3%	487	26.7%