



SYNC

Transforming Healthcare Leadership

Joint Partnership of VHHA, VNF & MSV

ED SYNC Team: Patient Flow

CENTRA

SYNC CAPSTONE TEACHBACK: MARCH 10, 2017

1. Focus

Patient Flow with focus on ED admitted patients. Decrease time ED admit decision to patient in floor bed.



2. Team

List the team members who worked on the project:

- Elizabeth Cook
- Geff Oakley
- Jessica Gulatsi
- Julie Martin
- Samantha Taylor
- Sheila Powers
- Tabatha Sprouse
- Tom Forsberg
- Whitney Ruggieri



3. Need

Describe the specific need(s) your project aimed to address

- Patient Satisfaction and Experience
- Patient Safety
- Efficiency
- Finance, evidence by reduction in left without being seen (LWBS) rate



4. Objectives

Describe the specific objectives your team aimed to achieve:

- Improved data analytics
- Improved time from ED decision to admit to inpatient bed arrival
- Eliminate waste in process steps
- Eliminate wait times for patients



5. Assets

Describe the key assets (people, systems, resources) your team engaged to help develop and execute the project:

- Geff Oakley (Analytics)
- Sheila Powers (Analytics)
- HBI/Spotfire system
- Hand-off resources



6. Action Strategies

Describe the key action strategies your team used to execute the project:

- Improved data analytics to make data driven decisions
- Improved hand-off technique to reduce time from ED admit decision to hospitalist admit orders



7. Team Development

Describe the team development activities (e.g. team building, training, technical assistance) used to help equip the team for action.

- Meeting for team building
- Looking at process not people



8. Testing & Refinement

Describe how your team refined its planned action strategies in response based on the implementation experience:

- Opportunity to improve processes understood
- Data helped to drive decision making



9. Results to Date

Describe the results of your project to date, and any planned next steps:

- Improved patient flow dashboard and ED flow dashboard
- Goals for ED and inpatient team collaboration
- Restructure of Flow Committee to Capacity Management and Patient Throughput Committee



10. Lessons Learned

Described your key lessons learned, including lessons learned about inter-professional collaboration:

- Importance of patient centered decision making
- Team building and trust are most important
- Improve processes, take people out
- Work to eliminate silos

