BID-N: Improving Throughput and Patient Satisfaction During Sudden and Sustained Patient Volume
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ABSTRACT

BID-N experienced a large surge in patient volume throughout the organization in 2014-2015, specifically in the Emergency Department and In-Patient Services. Overall, growth in inpatient volume was approximately 18% from 2014 to 2015. ED visit volume increased at the same time. As a result, the number of admitted patients awaiting beds in the ED, known as ‘ED boarders’ surged starting in January 2015.

The BIDN executive leadership team immediately sought solutions for immediate, mid and long-term management of patient volume and throughput. This included seeking and receiving short term DPH approval to convert several single rooms to double occupancy, adjusting operations to manage ED and inpatient throughput, initiating plan to seek DPH approval to re-open currently closed inpatient licensed beds.

By implementing complementary interventions to manage and expedite throughput, the organization has been able to manage continuously increasing volume, throughput times, and demonstrate increased patient satisfaction in the Emergency Department.

METHODS: QUALITY IMPROVEMENT CYCLE

The CHALLENGE

Top Box Score Trends: ‘Overall’ rating
Emergency Room

CONCLUSIONS

1. Well coordinated team work facilitates unexpected surge in volume and sustains improvement
2. Partnership with external agencies and vendors is key to expediting and facilitating collaborative efforts
3. Collaborative efforts from leadership and operations led to improvements in patient satisfaction and throughput outcomes that were sustainable

ABSTRACT

RESULTS

Outcomes: Throughput, Satisfaction

ED Throughput Times: AVERAGE Versus # ED Boarders by Month

Top Box Score Trends: ‘Overall’ rating
Emergency Room

METHODS: QUALITY IMPROVEMENT CYCLE

• Leadership: Identify problem, assemble work groups
• Operations: Goal to optimize patient flow
  • Staffing strategies to increase nursing and medical provider presence in ED at peak times
  • Use of Code Help for coordination of care across departments
  • Further refining internal response process to facilitate resources and patient flow in ED during surges
  • Messaging for staff and patients in the ED and nursing unit
• Strategic Planning: Building assessment and plan to re-open beds
  • Creative planning to accommodate all services and operations
• Work with External Agencies: Gain DPH approval to repurpose single rooms as double rooms

CONCLUSIONS

1. Well coordinated team work facilitates unexpected surge in volume and sustains improvement
2. Partnership with external agencies and vendors is key to expediting and facilitating collaborative efforts
3. Collaborative efforts from leadership and operations led to improvements in patient satisfaction and throughput outcomes that were sustainable