

URGENT Matters

Webinar #3 : Thursday, September 23, 2004 at 2:00pm – 3:30pm Eastern Time

- I. Welcome and Program Introduction by Mike Williams: **5 minutes**
 - a. Technical support during the webinar
 - b. Agenda and overview of the webinar
 - c. Purpose of Urgent Matters

- II. Hospital Case Study by Inova Health System: **30 minutes**
 - a. Overview of hospital
 - b. Problem statement
 - i. Patient Throughput - inefficient processes led to ED Boarders, lengthy bed turnaround times, late PM discharges
 - c. Our approach
 - i. Kick-off Project with Project Team
 - ii. Rapid Redesign
 - iii. Implementation plan
 - d. Sample initiatives
 - i. Housekeeping Request System (HRS)
 - ii. 11 AM discharge Campaign
 - iii. Team Triage
 - e. Results
 - i. HRS: average room turn around time decreased by 49 minutes (56% reduction)
 - ii. 11 AM discharge Campaign: improvement from 7% to 13% (795) of patients discharged before 11AM
 - iii. Team Triage: reductions in ED throughput times, LWBS, time from arrival to MD exam, and high patient satisfaction scores
 - f. Lessons Learned and Next Steps

- III. Hospital Case Study by Grady Health System: **30 minutes**
 - a. Overview of hospital
 - b. Problem statement
 - i. Inefficiencies, bottlenecks and delays that result in extended wait times, ED boarders, and patient complaints.
 - c. Our approach
 - i. Attacking the 3-point continuum: Input, Throughput and Output
 - ii. Brainstorming sessions with Project Team
 - iii. Flow charting processes and identifying bottlenecks
 - iv. Identifying measurements that would determine project outcome
 - v. Develop implementation plan
 - vi. Implement Plan

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- d. Sample initiatives
 - i. Dedicated Discharge Nurse
 - ii. PACe Patient Box Relocation
 - iii. Centralized Order Entry
- e. Results
 - i. Decreased average time from disposition decision to actual disposition (non fast track or admitted) by 17 %
 - ii. Decrease average time from arrival to bed placement from 219 minutes to 94 minutes, and productivity also has increased by 33%.
- f. Lessons Learned and Next Steps

IV. Q&A after each case study facilitated by Mike Williams: **10 minutes**

V. Program Updates by Khoa Nguyen: **5 minutes**

Total time: 90 minutes