

Fast Track to Success

Lisa Marie Buenaflor, RN, Staff Nurse

Terri Fletcher, RN, Staff Nurse

Kim Leakey, Chief Nursing Officer

A Little Bit About Us

- HCA Midwest System
- 25 bed Critical Access
- Lafayette County's only hospital
- Rural facility
- Located 40 miles east of Kansas City

A Little More About Us



- 6 Rural Health Clinics
- All private rooms
- Licensed for 4 ICU beds
- Swingbed, Observation and Skilled Care
- 2 Surgical Suites
- High employee engagement
- High patient and physician satisfaction scores

CSI Purpose

Improve bed management and patient care hand-offs related to inpatient admissions through the Emergency Department

Goals

Improved
Communication

↑ Patient
Satisfaction

↓ Time from
Admit Order to
Inpatient Bed

↑ Patient
Safety

ED Challenge

Bed Flow

- 5 bed department
- Volume exceeds capacity

ED Challenge

Patient Satisfaction

- Maintain home medication schedules
- More comfortable environment
- Meals

ED Challenge

Privacy

- “The doctor just told that guy . . .”
- High traffic area
- Shared rooms (5 beds in 3 rooms)
- Commodes Only

ED Challenge

Infection Control

- Decreased ED wait time =
decreased exposure to infection

Med-Surg Challenge

Bed Flow

- Staffing challenges
- Admits from ED, Surgery and direct admits from PCP
- Discharge delays
(NH, HH, DME, rides, etc)

Med-Surg Challenge

Time Management

- Environmental Services needs to clean rooms
- Supervisor availability
- Nursing assumes housekeeping duties after hours

Our Common Goals

Patient
Safety

Continuity
of Care

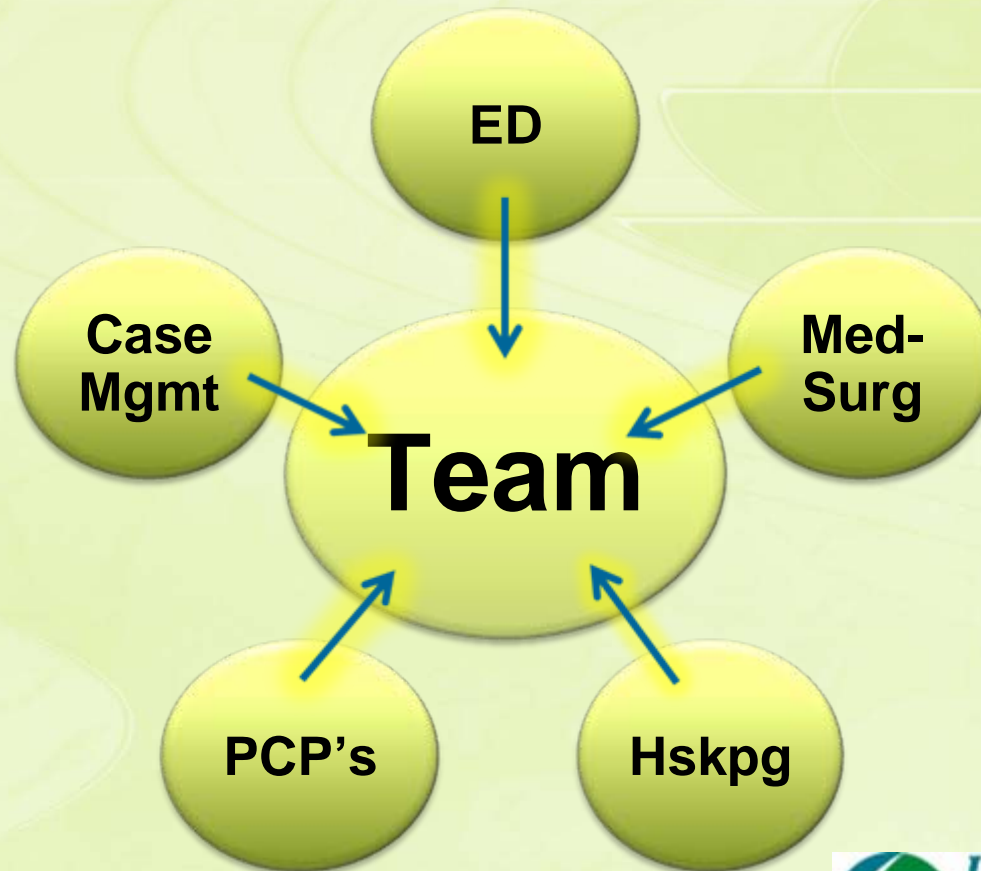
Customer
Satisfaction



First Steps to Success

- Brainstorming sessions with ED and Med-Surg
- Data collection
- Involving Case Management
- Involving Housekeeping
- Involving Rural Health Clinic Providers

Changing Our Thought Processes



We had a “Kickoff”



- Increased departmental awareness related to initiative success
- Generated excitement
- . . . then . . .

We hit the proverbial brick wall



Barriers

- Inability to coordinate conflicting schedules
- Budget denial
- Delay in project plans and funds
- Data was skewed

Solutions

- Obtained consultant assistance in budget preparation
- Outside consultant created credibility
- Pagers
- Communication to sustain project

Solutions

- Routine Supervisor/ED communication to assess staffing and bed needs
- Case Management/NH coordination to manage discharges in more timely fashion

ED Solutions

- Notify Med-Surg 'early and often'
- Inform patient of wait times
- Offer food and snacks

ED Solutions

- Offer hospital beds for extended ED stay
- Initiate home medication regimen
- Expedite inpatient care by starting admit history in ED

Maintaining the Momentum



- Maintain staff engagement
- Sample data times on regular basis
- Continue communication initiatives
- Address issues through follow-up meetings

Outcome

- Addition of Med-Surg float nurse 10a-10p
- Addition of ED float nurse from 2p-10p
- No overhead paging in hospital
- Improved employee time utilization
- Improved satisfaction related to admit/discharge timeliness
- CSI personal leadership growth

Thank You

