

Transforming ED Performance and Providing Enhanced Interim Leadership at a Northeast Community Hospital



BACKGROUND

A 178-bed, not-for-profit community hospital located in the Northeast, that provides emergency, critical and surgical care services 24 hours a day, 7 days a week.

CHALLENGES

An emergency department facing staffing challenges. The ED Director is managing fluctuations in staffing levels and an increased reliance on agency personnel. The clinical coordinator team was inconsistent with minimal leadership support and lacked teamwork. The ED staff was indifferent to the organizational goals of improving the experience, safety, and quality of care of the patients.

SOLUTIONS

Peregrine developed a structure and expectation for the ED clinical coordinators to create consistency in day-to-day ED operations. Improved ED throughput, care quality, and patient experience. Implemented a staffing and assignment plan to improve care delivery for the nursing team. Onboarded and developed a novice ED manager as well as the onboarding of an ED director.

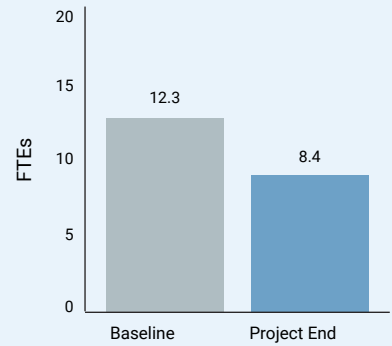
RESULTS

Onboarded both an ED Manager and Director. Completed ED leadership training for ED leadership team. Reduced agency staffing from 12.3 to 8.4 FTE (31% improvement). Reduced ED discharge LOS, before actual was 224 minutes and improved to 204 minutes after (9% improvement). Reduced ED hemolysis, before actual was 9% hemolysis and improved to 4% hemolysis (55% improvement). Reduced ED blood culture contamination, before actual was 2.1% and improved to 1.4% (33% improvement). Improved ED patient satisfaction, Press Ganey overall before actual of 40th percentile improved to 81st percentile. Press Ganey nurses overall before actual of 43rd percentile improved to 99th percentile. Reduced ED depart for admission, before actual was 166 minutes and improved to 135 minutes (19% improvement). Reduced ED depart for discharge, before actual was 28 minutes and improved to 25 minutes (10% improvement).

Assisted client with development of ED case management solution. Assisted client with development of ED staffing per diem solution to reduce overall salary expenses.

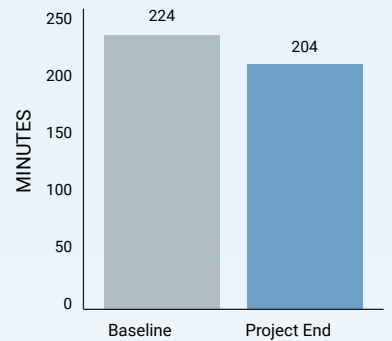
Reduced agency staffing

31% IMPROVEMENT



Reduced ED discharge LOS

9% IMPROVEMENT



Improved ED patient satisfaction

38% IMPROVEMENT

