

Challenges in Standardizing Patient Throughput and Workflow: Impact on Wait Times and Patient Experience Scores in the Emergency Department



BACKGROUND

A 544-bed, not-for-profit hospital located in Southern California. They are a Level II Trauma Center that provides care for an average of 77,000 ED visits per year.

CHALLENGES

The client faced challenges characterized by the absence of standardized processes around patient throughput and workflow within the emergency department. Consequently, this led to prolonged wait times and less than desirable patient experience scores.

SOLUTION

Peregrine successfully improved standard processes to enhance patient throughput, workflow, and patient experience scores within the ED. This achievement was realized through the implementation of several key initiatives including:

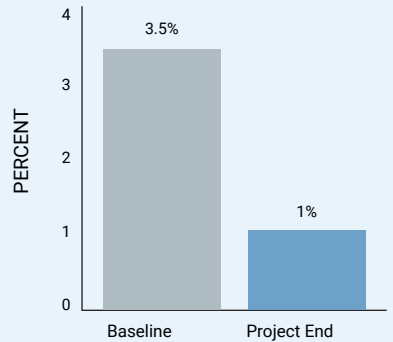
- Introduced a comprehensive triage education program, validating skills, and enhancing clinical competencies for the triage staff.
- Developed and successfully implemented a split flow process for vertical patients to streamline the patient journey.
- Provided training and skills validation for ED staff regarding patient experience.
- Provided leadership training and mentoring programs to empower and equip leadership personnel.

RESULTS

- LWBS went from 3.5% to <1% (approximate revenue improvement of \$4M) - >71% Improvement.
- Arrival to provider from 57 minutes to 11 minutes - >81% Improvement.
- Admit LOS from 387 minutes to 294 minutes
- Discharge LOS from 279 minutes to 228 minutes
- Overall LOS from 309 minutes to 231 minutes
- Overall Patient satisfaction score – 40th percentile to 65th percentile.

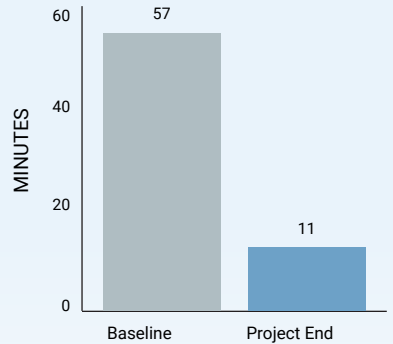
LWBS

71% IMPROVEMENT



Arrival to Provider

81% IMPROVEMENT



Patient Satisfaction Score

