

# Tackling Decreased Patient Satisfaction Amid ED Overcrowding and Boarding Challenges



## BACKGROUND

A 636-bed multi-specialty, teaching hospital located in Southeast Texas that has been a leader in offering innovative, patient-centered care for individuals and families from across the region, the state, the country, and the world. They are a Level I Trauma Center caring for an average of 73,500 ED visits per year.

## CHALLENGES

Challenges with patient throughput and decreased patient satisfaction due to boarded patients in the emergency room

## SOLUTION

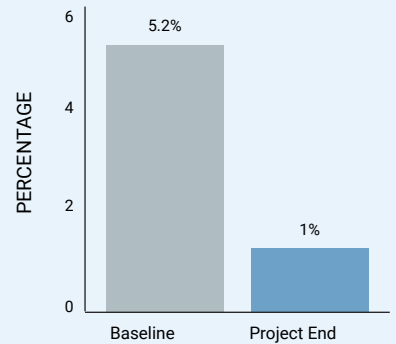
Revamped the front-end processes, introduced a mid-track system, developed a surge plan, conducted patient experience education and training for providers and nursing staff, initiated leader rounds with both staff and patients, and provided charge nurse education. This comprehensive approach significantly improved patient satisfaction in the emergency department, addressing the issue of overcrowding and patient boarding.

## RESULTS

- LWBS 5.2% to 1% - >81%improvement
- Arrival to Provider 76 minutes to 15 minutes - > 80% improvement
- Admit LOS 584 minutes to 417 minutes
- Discharge LOS 338 minutes to 235 minutes
- Overall LOS 370 minutes to 287 minutes
- Likelihood to recommend patient experience score 2nd percentile to 50th percentile with an increase in 48 percentile points

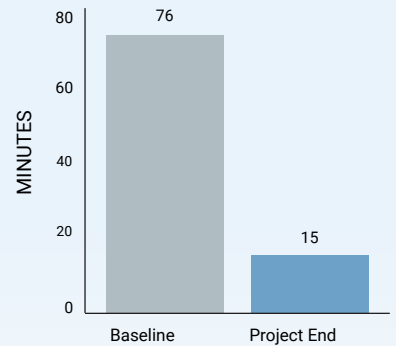
### LWBS

81% IMPROVEMENT



### Arrival to Provider

80% IMPROVEMENT



### Patient Satisfaction Score

INCREASE IN 48 PERCENTILE POINTS

