

Jackson North Medical Center: Triage for Efficiency



Challenge

Schumacher Clinical Partners (SCP) partnered with Jackson North Medical Center in 2009. With an annual ED volume of 30,300, the facility was challenged with length of stay times of over 200 minutes, and longer than average door-to-door times.

Approach

SCP implemented the provider-in-triage process to reduce door-to-door time by locating an NP or PA near each of the two triage rooms. In this model, the first provider conducts a brief screening and SOT process. Higher acuity patients are then sent directly to a bed and ordered the appropriate diagnostic studies. Patients are placed in a bed after diagnostic studies are completed. If no bed is open, patients are evaluated by the front-end provider in a room re-appropriated from an office in ED proper. The second front-end provider shift at this facility was added as a "floating shift" during high volume time. This provider supported the screener, pediatric and mid-acute care area provider. The team needed increased coverage on Mondays, a high volume day, and decreased coverage on Thursday nights, the lowest volume day. Nursing also implemented a "greeter" who supported patient flow, quick registration processes and the front-end providers. Each triage room was also equipped with a printer for ID bracelets, expediting the quick registration process.

Results

These efficiencies have resulted in consistently better door-to-door times, with a **73% decrease since 2014** alone. The progress has led to improved community perception and more satisfied patients, which in turn has created a substantial **75% increase in volume**. Even with volume surges during heavy flu seasons, this facility has maintained year-over-year success in door-to-door times and growth.

