

OVERCOMING OPERATIONAL CHALLENGES IN THE ED AND ANCILLARY DEPARTMENTS

PARTNERSHIP BACKGROUND

SCP Health (SCP) began a partnership with this 14-bed, 30K annual ED volume university health system facility with the goal of improving operational metrics in the emergency department.

GOALS

- ▶ Decrease LWOTs
- ▶ Decrease door-to-provider time

STRATEGY

Within the first seven weeks, SCP helped the facility hire, educate, and prepare a new provider team. In parallel, SCP also launched a multidisciplinary team who observed the ED and ancillary departments in order to formalize a strategy to expand collaboration and enhancements. This leadership team implemented performance-enhancing initiatives and operational changes in both the ED and related departments to create a well-coordinated, cohesive process for emergency care.

To improve ED performance, the team:

- ▶ Recruited new providers for the start date
- ▶ Implemented a new NP/PA program
- ▶ Introduced the See-Order-Treat (SOT) process
- ▶ Began monthly ED provider conference calls

Other departmental changes included:

- ▶ Radiology: Started a transport service for increased efficiency and turnaround time
- ▶ Laboratory: Introduced new processes to reduce mislabeled specimens and turnaround time
- ▶ Outpatient and Specialty Clinics: Opened an ED Discharge Clinic to expedite follow-up care
- ▶ Case Management: Added a designated ED case manager and ED social worker

To ensure these changes went smoothly and results were realized, SCP met frequently with the multidisciplinary leadership team to review metrics, share feedback, and plan for the future.

RESULTS

- ▶ LWOTs: Decreased from 6.1% to 0.7%
 - At peak volume, the facility still maintains 1% LWOTs
- ▶ Door-to-Provider Time: Decreased from 45.6 to 12.1 minutes
 - At peak volume, the facility still maintains a 20-minute door-to-provider time



LWOTs
DECREASED FROM
6.1% TO 0.7%



DOOR-TO-PROVIDER
DECREASED FROM
**45.6 TO 12.1
MINUTES**

