

Project Details

Organization	Southern Health Santé Sud	Facility	Portage District General Hospital
Project Name	The team name is Moving on down	Project Facilitator/Belt Level	Christa Orton/ Yellow Belt
Project Sponsor	Ron Morris	Project Team	Noreen Shirliff, Christa Orton, Ron Morris, Allison Maryniuk, Monica Gullet, Cathy Henderson, Trish Ingram, Danni StCyr, Shelley Reeves
Project Start Date	November 14, 2016	Project End Date	April 2017

Problem Statement: Excessive wait times for transfer of patients from the Emergency Department to the Medical /Pediatric ward results in dissatisfaction of patients and families. This leads to increased pressure on the healthcare team.

Current State Analysis - What's the Data Story?

This Yellow Belt Lean Project is examining patient flow from the Emergency Department to the Medical/Pediatric Ward.

The data collected from November 28, 2016 till December 19, 2016 revealed the following information:

- *During the collection period the average number of open beds was 8 for Adults and Pediatrics patients. The average number of open adult beds was 6 daily during the collection period.*
- *Sixty Five percent of the defects collected during the collection period was due to number of reassessments required after admission order was written.*
- *The median cycle time from presentation to admit order to bed on unit is 387 minutes.*
- *The median cycle time of written order to time patient is in bed on unit is 110 minutes.*
- *The median time from the ward being notified to the patient being placed into a bed is 28 minutes.*
- *The median time from admission order to the time the ward is notified is 18.9 minutes.*
- *The median time of written order to time patient is assigned a bed is 18 minutes.*
- *The median time from notice of admission to time ward is notified patient is ready to move is 78.5 minutes.*

Project Aim *Our aim is to improve the cycle time of decision to admit a patient to patient arriving on the Medical/Pediatric Ward, by decreasing the current median time 50% to our goal of 60 minutes.*

Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Transfer of information will happen face to face with receiving ward completing admission orders.	Feb 13-27 2017
2	Medical will pull patients from emergency and eliminate the push system.	Feb 13-27, 2017
3	Physicians will complete admission orders at the same time as the admission order is written.	Feb 13-27, 2017

Controls Utilized

<input type="checkbox"/> Error Proofing	Daily reminders to physicians to write orders as they are competing the medication reconciliation forms.
<input type="checkbox"/> Standard Work	Nurse in emergency will complete the SBAR as soon as the physician writes the admission order.
<input type="checkbox"/> Training	There will be staff education which will describe the new pull system once the working group develops a plan. The physicians will be educated on the new process change of writing orders and the same time as completing the medication reconciliation form.
<input type="checkbox"/> Continue to Measure	We will do data collection beginning Feb 13-27, 2017 daily.

Outcomes – Qualitative and Quantitative Outcomes *No outcomes at the present time*

A3 Report(In Progress)

Prepared by:

Christa Orton