Fast Track to Success

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A Little Bit About Us

- HCA Midwest System
- 25 bed Critical Access
- Lafayette County’s only hospital
- Rural facility
- Located 40 miles east of Kansas City
A Little More About Us

- 6 Rural Health Clinics
- All private rooms
- Licensed for 4 ICU beds
- Swingbed, Observation and Skilled Care
- 2 Surgical Suites
- High employee engagement
- High patient and physician satisfaction scores
CSI Purpose

Improve bed management and patient care hand-offs related to inpatient admissions through the Emergency Department
Goals

- Improved Communication
- ↑ Patient Satisfaction
- ↓ Time from Admit Order to Inpatient Bed
- ↑ Patient Safety

Lafayette Regional Health Center
ED Challenge

Bed Flow

- 5 bed department
- Volume exceeds capacity
ED Challenge

Patient Satisfaction

- Maintain home medication schedules
- More comfortable environment
- Meals
ED Challenge

Privacy

- “The doctor just told that guy . . .”
- High traffic area
- Shared rooms (5 beds in 3 rooms)
- Commodes Only
ED Challenge

Infection Control

• Decreased ED wait time = decreased exposure to infection
Med-Surg Challenge

Bed Flow

- Staffing challenges
- Admits from ED, Surgery and direct admits from PCP
- Discharge delays (NH, HH, DME, rides, etc)
Med-Surg Challenge

Time Management

- Environmental Services needs to clean rooms
- Supervisor availability
- Nursing assumes housekeeping duties after hours
Our Common Goals

Patient Safety

Continuity of Care

Customer Satisfaction

Lafayette Regional Health Center
First Steps to Success

• Brainstorming sessions with ED and Med-Surg
• Data collection
• Involving Case Management
• Involving Housekeeping
• Involving Rural Health Clinic Providers
Changing Our Thought Processes

Team

- ED
- Med-Surg
- Case Mgmt
- PCP’s
- Hskpg

Lafayette Regional Health Center
We had a “Kickoff”

- Increased departmental awareness related to initiative success
- Generated excitement
- ... then ...
We hit the proverbial brick wall
Barriers

- Inability to coordinate conflicting schedules
- Budget denial
- Delay in project plans and funds
- Data was skewed
Solutions

- Obtained consultant assistance in budget preparation
- Outside consultant created credibility
- Pagers
- Communication to sustain project
Solutions

- Routine Supervisor/ED communication to assess staffing and bed needs
- Case Management/NH coordination to manage discharges in more timely fashion
ED Solutions

- Notify Med-Surg ‘early and often’
- Inform patient of wait times
- Offer food and snacks
ED Solutions

- Offer hospital beds for extended ED stay
- Initiate home medication regimen
- Expedite inpatient care by starting admit history in ED
Maintaining the Momentum

- Maintain staff engagement
- Sample data times on regular basis
- Continue communication initiatives
- Address issues through follow-up meetings
Outcome

- Addition of Med-Surg float nurse 10a-10p
- Addition of ED float nurse from 2p-10p
- No overhead paging in hospital
- Improved employee time utilization
- Improved satisfaction related to admit/discharge timeliness
- CSI personal leadership growth
Thank You