Implementation of a Quick Admit Order Process to Improve Emergency Department Throughput

Griselle Pastor

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**Background**
Emergency departments (ED) experience overcrowding which in turn hampers the delivery of safe and quality care. Access to healthcare is a major concern in all communities. ED crowding has been recognized as a national crisis for over 15 years as it affects the entire patient care process. Overcrowding in the ED can lead to decreased patient satisfaction, rushed and unpleasant treatment environments, suffering for those who wait, and poor patient outcomes. When EDs are overcrowded and patients are waiting to be seen by a qualified medical professional their ability to respond to community emergencies and disasters is compromised. Currently in the US there are ED length of stay benchmarks that must be met and are nationally reported by the Center of Medicare and Medicaid (CMS).

**Objectives**
- Analyze the current admit process and establish a process flow algorithm.
- Implement a practice change with multidisciplinary collaboration and ensure the process runs smoothly during the 2 weeks of implementation.
- Compare and evaluate the difference in length of stay pre and post project implementation.

**Process & Design**
The purpose of this project is to decrease the length of stay for patient’s admitted or placed in observation, through the implementation of a quick admit order process.
- Implement a quick admit order process for 2 weeks (2/29/16-3/13/16)
- Open a clinical decision unit to place patients after receiving a quick admit order

**Outcomes**
- Outpatient Measure 18-Median Time from Arrival to Departure for Discharged ED Patients-includes observation patients (Top Tenth Percentile: 96 minutes, National Median: 144 minutes)
- ED Measure 1-Median Time from Arrival to Departure for Admitted ED Patients (Top Tenth Percentile: 180 minutes, National Median: 268 minutes)
- ED Measure 2-Admit Decision Time to ED Departure Time for Admitted Patients (Top Tenth Percentile: 42 minutes, National Median: 90 minutes)

**Results**

**References**