

Improvement in Length of Stay by Utilizing a Nursing Flow Expeditor

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INNOVATION ...Nursing Flow Expeditor

Length of stay (LOS) in the emergency department for both admitted and discharged patients are key metrics in Emergency Medicine. Through various patient flow improvement projects with a goal of improving operational efficiency, patient satisfaction, and quality of care continued improvement has been realized. The use of a dedicated, experienced emergency department nurse, whose role is to facilitate patient throughput and remove barriers that prevent patients from moving forward in their care process has improved length of stay in the emergency department.

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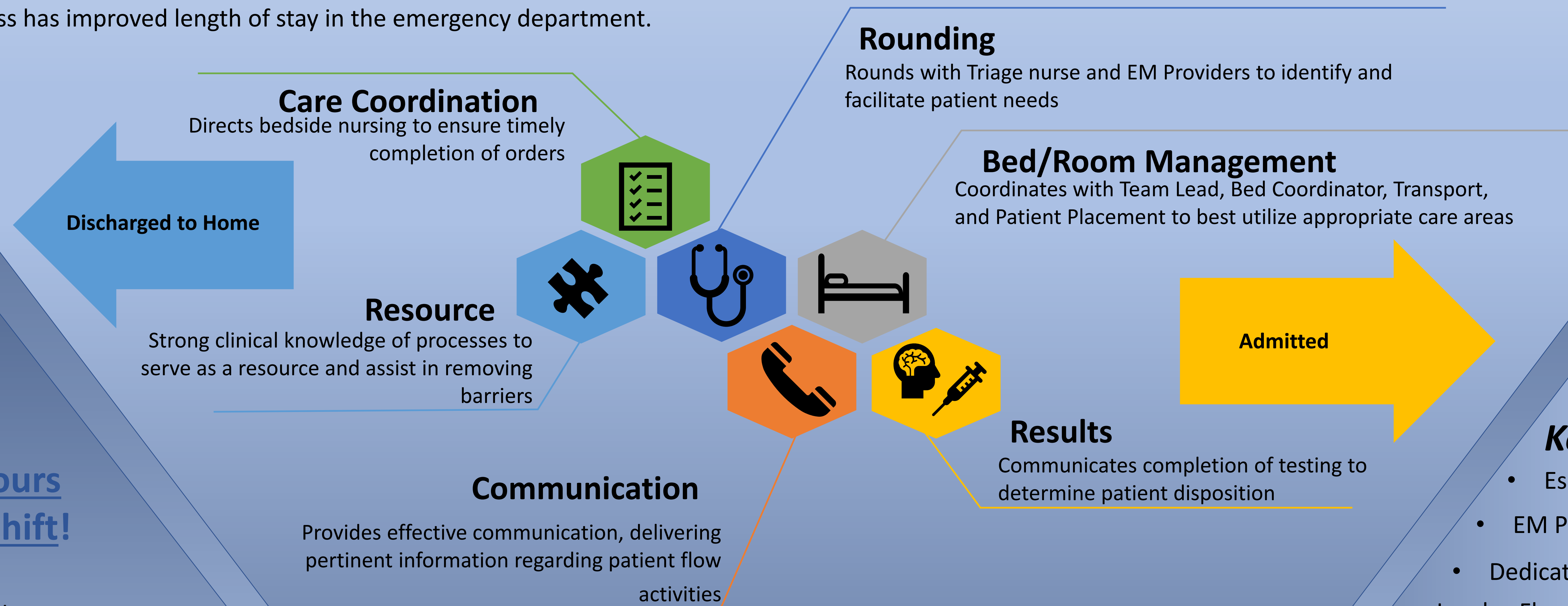
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RESULTS

Lessons Learned

- Initial Pilot Period :
- Median overall LOS decreased 44.9 minutes
 - Median inpatient LOS decreased by 23.1 minutes
 - Mann-Whitney Test of medians indicated $p < 0.001$

Outcomes during all three pilots demonstrated positive results. There were sub-populations of patients that were more positively impacted.



Up to 28 patient hours saved per 12 hour shift!

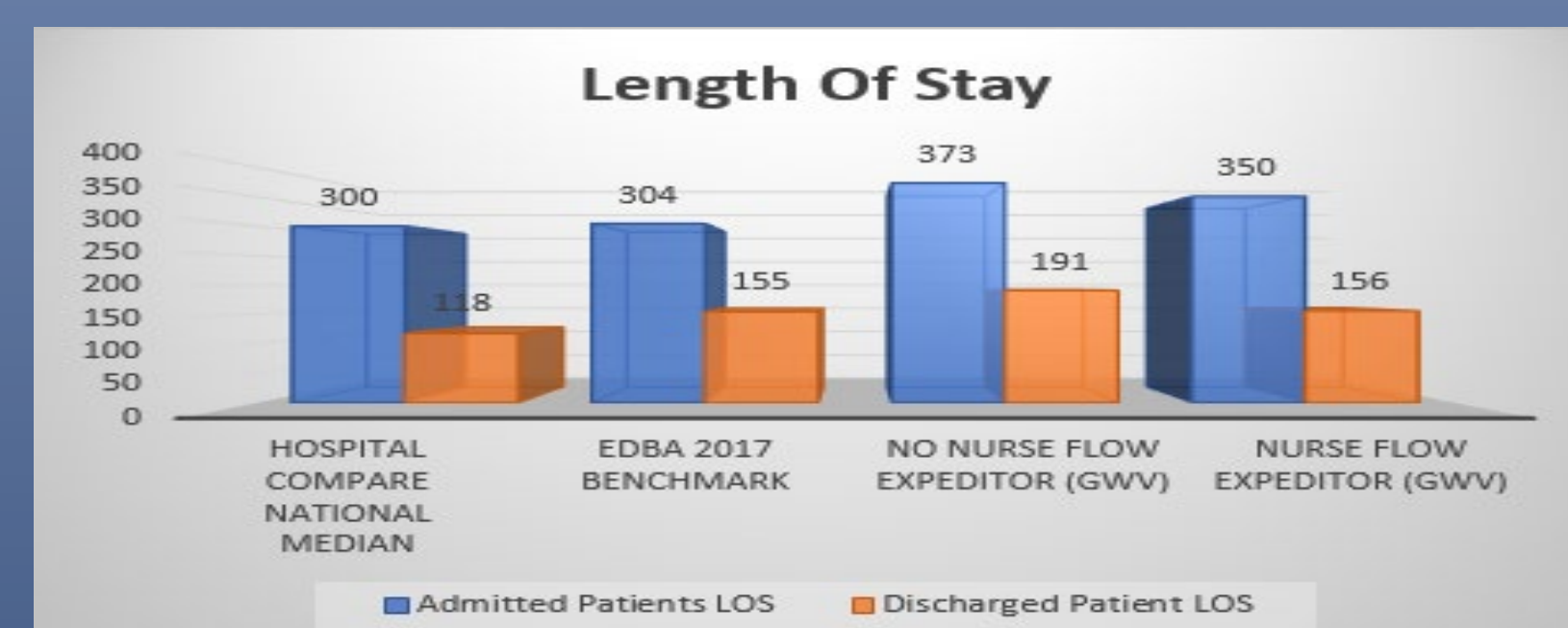
Keys To Success:

- Final Pilot Period:
- 590 patient-hours were saved
 - 318 hours are associated with L2 admitted patients
 - 272 hours are associated with L3 discharged patients

- Essential, detailed job functions
- EM Provider rounding is critical
- Dedicated staffed positions
- Involve Flow Expeditor in QI/QA
- Mobile position requiring dashboard utilization and frequent department rounding
- Charge Nurse manages inflow – Nurse Flow Expeditor manages outflow
- Identify target times and areas most impacted for optimal efficiency through trial and error

This work demonstrates that trying new processes even with very limited resources positive impacts on throughput can be realized. The use of a nurse flow expeditor has had the largest impact on LOS of any other patient flow improvement projects.

Average of 17 patient-hours saved per day!



How we did it...

- Dashboard utilization for real-time throughput monitoring
- Enhanced communication strategies
 - Tiger Text w/ EVS
 - Nursing units
 - Bed Placement
- Increased focus on low acuity Fast Track area
 - Med administration
 - Discharge instructions
- Acts on behalf of the bedside nurse to coordinate care with ancillary departments/units or to address any barriers or delays in care
- Transitioned from a shift assignment to a staffed RN leadership position
- Utilization of Bed Board and Tele Tracking to optimize throughput

