

EMERGENCY DEPARTMENT OPTIMIZATION



SITUATION

A large Emergency Department was experiencing up to 12% of patients leaving without being seen (LWBS). Patients being admitted were not arriving at their room until 6-8 hours after admission orders were written delaying treatment.

OPPORTUNITY

- Reduce Wait Times (Door to Doc)
- Integrate financial modeling
- Utilize and integrate current EMR system
- Determine optimal resources to reduce costs
- Utilize simulation modeling to identify the most efficient optimized process prior to spending excess time and money

RESULTS

- Wait times decreased from 64 minutes to 37 minutes
- Reduced LWBS to less than 1%
- Reduced temporary staffing by 40%
- Developed contingency plans to deal with volume surges