

HOSPITAL CHARACTERISTICS

**BRONSON
LAKEVIEW
HEALTH**

- ▶ Paw Paw, MI
- ▶ 35 beds
- ▶ www.bronsonhealth.com

S . T . E . E . E . P .



TIMELY

Door to doctor and length of stay time decreased.



PATIENT-CENTERED

Patient satisfaction rates increased.

TEAM MEMBERS

Kathy Courtney, RN

Emergency Department Nurse Manager

Tracy Abbott, RN

Emergency Department Manager

Sally Berglin

Vice President of Bronson LakeView

Diane Branch-Forsman

Laboratory Manager

Tim Burns

Emergency Department Clerk

Liz Bushouse, RN

Emergency Department

Amber Cushman

Imaging Services

Matthew Dommer

Director of Emergency Departments

Julie Eastman

Health Information Management Manager

Ronald Farber, MD

Emergency Department Physician

Pam Klein, RN

Emergency Department Manager

Sandra Oszanic, RN

Quality Management Manager

Kirk Richardson, RN

Director of Patient Care

Sue Tapper, RN

Emergency Department

Shannon Weaver

Registration

THE ED CORRECTIVE ACTION TEAM

The Problem

The emergency department corrective action team began May 2, 2007 with the mission statement to improve the emergency department process. The goals were to improve patient satisfaction to greater than 88 percent, decrease length of stay to less than 120 minutes, reduce left without being seen to less than 2 percent and reduce door-to-doctor time by 20 percent.

The Solution

The team implemented nursing documentation, nursing protocols, chart flagging system, bedside registration and a rapid triage process. Emergency department volume increased 12.17 percent in 2008. A midlevel provider, registration clerk and a registered nurse were added during peak arrival times. Some of the methods implemented included double checking all new orders from IV medications, improved recognition of "out of range" weights entered in to the pharmacy computer system and an increased focus on pharmacist attention.

Results

- » The new processes at Bronson LakeView Hospital ED improved door-to-doctor time from 52 minutes in May 2007 to 42 minutes by December 2008. In the first quarter of 2009, door-to-doctor time improved to 27 minutes. Patient satisfaction improved from 79 percent in 2007 to 88 percent in 2008. Length of stay improved from 134 minutes in 2007 to 121 minutes in December 2008. Left without being seen decreased from 2.8 percent in 2007 to 2.1 percent in December of 2008.
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- » Length of stay improved from 134 minutes in 2007 to 121 minutes in December 2008.
- » Left without being seen decreased from 2.8 percent in 2007 to 2.1 percent in December of 2008.