

HOSPITAL CHARACTERISTICS

**CAROLINA
MEDICAL
CENTER-MERCY**

- ▶ Charlotte, NC
- ▶ 178 beds
- ▶ www.cmc-mercy.org

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



SAFE

Safe care for ED patients, maintained 2.5 hours or less LOS and fewer left without being seen.



EFFECTIVE

Effective leadership and education for implementation of process improvements for excellent patient care.



**PATIENT-
CENTERED**

Patient-specific cues are used instead of a generic overall treatment plan.

TEAM MEMBERS

David Brown, RN

Assistant Nurse Manager

Josh Crawford, RN

Assistant Nurse Manager

Janet Handy, RN

Vice President Administration and Chief Nurse

Tony Marcus, RN

Nurse Manager

Sarah Roberts, RN

Assistant Nurse Manager

Brad Watling, MD

Medical Director

Phyllis Wingate-Jones,

President

IMPROVING PATIENT FLOW IN THE ED

The Problem

Carolina Medical Center-Mercy worked on patient throughput in its ED, while developing and sustaining 5-star patient satisfaction ratings and keeping length of stay under 2.5 hours. Continuing project improve flow during rapidly increasing volume loads, as well as the management of nursing personnel to accommodate these changes.

The Solution

With administrative support and engagement, as well as a progressive medical director, we implemented several changes in the ED to provide safe rapid care of patients. They are as follows:

- » Created a 4-bed minor care area in pre-existing space;
- » Purchased a phone system to improve communication among staff, management and registration;
- » Implemented rapid triage process to get all patients triaged in 3 minutes or less;
- » When rooms are available, patients are brought right into the treatment room, eliminating the triage process altogether;
- » Developed a rapid EKG program for specific high risk patients by our department becoming an accredited chest pain center by the Society of Chest Pain Centers.
- » Incorporated best practices from our system's sister hospitals during ED specific task force meetings that involve administration, medical directors and ED managers and directors.
- » Staff training and ongoing education to reinforce all changes. Following Studer principles to engage and retain high performing staff and improve on customer service skills.

Results

- » LOS under 2.5 hours.
- » Improved door-to-balloon Code STEMI times from 88 minutes in 2006 to 38 minutes as of 1st quarter 2009
- » Improved door-to-EKG time from 34 minutes (1st quarter 2008) to 16 minutes as of 1st quarter 2009.
- » Top patient satisfaction scores and various awards in patient satisfaction.