Building a High-Quality ED Service Line 2020

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# **AEC Level 1 Tertiary Trauma Center**

Parameter	Before	100 Days After Go Live
D2D	66	23
LOS Overall	325	276
LOS Admitted	429	383
LOS Discharged	276	236
LOS FT	138	89
LWBS	4.6%	1.9%
LBTC	6.1%	3.2%



### **UHS Level I Teaching and Trauma Center**

Parameter	Before	After Go Live
D2D	81	22
LOS Overall	511	371
LOS Admitted	800	507
LOS Discharged	397	334
LOS FT	304	81
LBTC	15.9%	5.0%

<sup>\*</sup> Improvement in spite of 9,000 boarding hours a month. Continued improvement 1 year out.



# **UHS Level I Teaching and Trauma Center**





### **PSHMC Teaching and Trauma Center**

75,000 Visits per Year

Parameter	Before	After Go Live
PPD	205	218
D2D	25	16
LOS Overall	264	228
LOS Admitted	394	390
LOS Discharged	235	177
LBE	.96%	0

<sup>\*</sup> Note-ED Change Package included an Admission Holding Unit



### **HCH Academic Pediatric Hospital**

**52,000** Pediatric Visits per Year

Parameter	Before	After Go Live	EDBA Pediatric Cohort*
D2D	24	11	25
LOS Overall	279	200	153
LOS Admitted	369	332	274
LOS Discharged	259	181	136
LBE	4.2%	1.3%	1.7%

<sup>\*</sup> For comparison, EDBA pediatric cohort 2016 benchmarks are shown



### **HCH Academic Pediatric Hospital**

**52,000** Pediatric Visits per Year



\* Staff celebrate the closing of the downstairs evening clinic!



## **VCUMC Level 1 Trauma and Teaching Hospital**

Parameter	Before	After Go Live
D2D	24	11
LOS Overall	279	200
LOS Admitted	369	332
LOS Discharged	259	181
LBE	4.2%	1.3%



## **VCUMC Level 1 Trauma and Teaching Hospital**





### **LRGH a Community Hospital in Rural Area**

24,000 Visits per Year

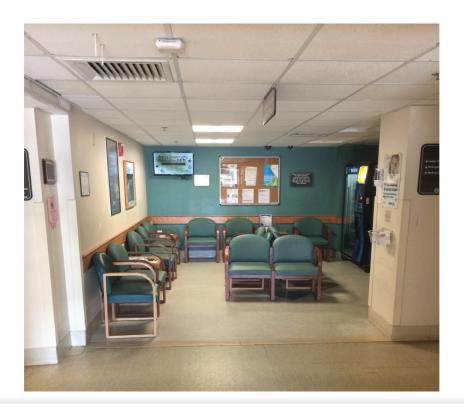
Parameter	Before	After Go Live
D2D	30	18
LOS Overall	172	169
LOS Admitted	265	263
LOS Discharged	158	147
LBTC	4.6%	2.8%

Project served as a proof of concept for new flow model with geographic zones, a breathing ED, prior to undertaking a remodel of the ED



# **LRGH a Community Hospital in Rural Area**

24,000 Visits per Year





# TMH Teaching Hospital\* 68,000 visits

Parameter	Before	After Go Live
PPD	182	198
D2D	41	24
LOS Overall	264	257
LOS Admitted	341	372
LOS Discharged	228	180
LBE	4.72%	1.7%

<sup>\*</sup> A Geriatric ED. Note -Nearby hospital announced closing, census went up 9% in two months and boarding worsened. Overall ED metrics improved.

# TMH Teaching Hospital\* 68,000 visits

#### Arrival by Hour, Arrival Type and Median Door to Doc Temperature Gauge

Arrival Type L	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Gran.
																									20,000
Walk In	979	761	619	563	538	606	890	1,300	1,972	2,745	3,202	3,369	3,214	2,944	2,872	2,966	2,900	2,852	2,895	2,711	2,533	2,171	1,684	1,271	48,565
All Arrivols	1,476	1,180	1,048	875	840	930	1,270	1,801	2,711	3,764	4,538	4,861	4,563	4,204	4,042	4,179	4,004	3,869	3,964	3,704	3,472	3,049	2,413	1,840	68,655

#### Arrival by Hour, Arrival Type and Median Door to Doc Temperature Gauge

Arrival Type 🚊	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Gran.
EMS	13	22	-11	12	12	10	15	11	27	54	64	77	60	56	42	63	37	46	45	55	39	34	35	27	870
Walk In																									
All Arrivals	55	49	39	31	31	40	46	55	99	163	185	235	187	162	155	175	181	164	154	167	132	113	104	94	2,606

# WHHS- Move to a New ED 56,000 visits

Parameter	Before*	After Go Live
D2D	27	9
LOS Overall	198	164
LOS Admitted	262	286
LOS Discharged	143	133
LBE	1.45%%	.5%

<sup>\*</sup> Before metrics from old 7600 square foot ED. After metrics from first month in new 22,000 square foot department with four zones and completely new flow model.

# WHHS- Move to a New ED 56,000 visits





# **Thank You**

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