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 into 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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