

205-O

Crunching Numbers Into Clinician Commitments

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Upon completion of this course, the participant will be able to:

1. Identify the key stakeholders needed at the design table;
 2. Define the criteria by which success can be measured; and
 3. Outline a process to embark on the journey of process redesign.
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- I. Defining your departments capacity
 - A. Type of patients
 - B. Impact of the emergency department milieu for the mentally ill
 - C. The non-measurable cost of extended psychiatric care in the emergency department
 - D. Community fears and concerns

 - II. Quantifying the impact of lost/wasted capacity
 - A. Impact of boarding of admissions
 1. Calculating the % of capacity lost to boarding (above target)
 - B. Impact of out of target discharge throughput
 1. Calculating the % of capacity lost/gained in discharge processing
 - C. Prioritizing your efforts for the best impact in decreasing lobby waiting

 - III. The Daily Vitals of ED Operations
 - A. Admit Throughput (systolic)
 - B. Discharge Throughput (diastolic)
 - C. how Many Admitted Patients
 - D. Registrations (pulse)
 - E. Left Without Being Seen percent (Pulse Ox)
 - F. Door To MD (Pain scale)

 - IV. Applying the nursing process to the daily vitals
 - A. Multiple case studies used to diagnose operational obstructions
 1. Determining the cause of increased LWBS
 2. How today's admissions impact tomorrows boarding
 3. Various examples of out of target vitals and their impact on the system



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