Process and time stamp tracking

# Time Stamps Pathway

This grid highlights the steps along the patient flow where time stamps should be marked and how these time stamps correlate with various metrics.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | *Metric* |  |
|  |  | Time stamp | *Door to provider* | *Door to disposition* | *ED LOS* | *Bed assignment* | *Transfer time* | *Obs LOS* |  |
| 1 | ED registration | x |   |   |   |  |  |  |  |
| 2 | Triage |   |   |   |   |  |  |  |  |
| 3 | Provider contact | x |   |   |   |  |  |  |  |
| 4 | Evaluation process |   |   |   |   |  |  |  |  |
| 5 | Disposition decision | x |   |   |   |   |   |   | *bifurcation: hospitalize vs discharge* |
| 6 | Case manager review |   |   |   |   |  |  |  |  |
| 7 | Patient status: observation |   |   |   |   |   |   |   | *bifurcation: observation vs inpatient* |
| 8 | ED calls observation provider |   |   |   |   |  |  |  |  |
| 9 | Observation provider reviews patient |   |   |   |   |  |  |  |  |
| 10 | Patient accepted | x |   |   |   |   |   |   | *bifurcation: accepted obs. vs denied* |
| 11 | Patient assigned a bed |   |   |   |   |   |   |   |  |
| 12 | ED nurse report to observation |   |   |   |   |   |   |   |  |
| 13 | Transport to observation bed | x |   |   |   |   |   |   |  |
| 14 | Arrive observation unit | x |   |   |   |   |   |   |  |
| 15 | Demographics placed on census board |   |   |   |   |   |   |   |  |
| 16 | Observation evaluation process |   |   |   |   |   |   |   |  |
| 17 | Observation disposition process |   |   |   |   |   |   |   | *bifurcation: discharge vs conversion* |
| 18 | Transport patient off unit | x |   |   |   |   |   |   |  |
| 19 | EVS clean bed |   |   |   |   |   |   |   |  |
| 20 | Bed ready |   |   |   |   |   |   |   |  |

# PROCESS DESIGN for OBSERVATION—START TO FINISH:

Patient movement through a rapid turnover unit hinges on an effective understanding of optimal process design related **to patient entry, patient stay and patient egress** from the observation unit. The following processes have been identified optimal in observation unit operations.

### PROCESS 1: Observation patient entry

Obs ineligible 🡪 Call hospitalist

Obs eligible

### PROCESS 2: Observation Patient Stay

### PROCESS 3: Observation Patient Egress

Points regarding process flow that are critical:

1. Standardization is extremely important-one way of doing things everyone understands.
2. Use of single phone numbers for points of contact - ED charge, Observation provider, bed assignment, Observation nursing.
3. Metrics are important to determine issues with process or deviations - important metrics are identified by BOLD clock starts and stops. Others will include:
	1. Monitoring OBS patients Identified and deemed ineligible.
	2. Volume of OBS patients bypassing Obs unit.
	3. Transport time of OBS patient from-acceptance to arrival in the observation unit (< 60 minutes).
	4. Total LOS observation patients in ED - registration to ED exit.
4. Escalations are mandatory when process is being deviated to correct and re-align.