

Thursday, April 13th, 2017

Taking the Admitting Process on the Road

Three of the five patient flow projects are improving the process of admitting medicine patients from the Emergency Department. Because the process is complicated and spans through numerous departments, there is a need to validate the teams' understanding of the current process. After conducting mapping and a variety of observations, teams are taking their work to different units to ensure accuracy, solicit feedback, and promote the future work of the projects. Teams have visited both campuses, including the Emergency Departments, 7 East, 7West, 6 North, 4 North, both Admitting Departments, and both Utilization Management teams.



Devon Lanspeary from the Patient Flow program shares the current state map with frontline staff

Observing the Discharge Process

While there are many processes in a hospital, perhaps none affect our patients so directly as our discharge process. It has been often said that "discharge starts at admission," which is to say that we begin preparing our patients to leave the hospital as soon as they are in it. However, in practice, our patients receive very different levels of preparation for discharge.

Two SOP project teams are investigating the discharge process so that it can be better for our patients. In order to understand what currently happens, teams of observers will be sent to medicine units to answer specific questions. Patients, nurses, physicians, and support staff may be approached to answer a question or two about what preparation has been done for specific patients each day. Your cooperation will help observers better understand the process of discharge. Understanding how the whole system works together is essential as it allows a high-quality future state to be built.

Have a great weekend!

The SOP Team

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