

Fast assessment track in a Danish Emergency Department

Emergency Department, Viborg Regional Hospital

Background

Acute patients, who are mainly self-reliant, stable and of low complexity, were hospitalised for a long time despite their low triage score.

Telephone interviews showed that patients were frustrated and surprised over the waiting time and the length of stay at the Emergency Department.

The purpose:

- To give these patients a quick and efficient assessment and treatment, with the aim of reducing the waiting time for patients while increasing patient safety and patient satisfaction.
- To strengthen patient safety for all acute patients by ensuring available staff and examination rooms by quicker assessment of the patients with low triage score.
- To increase the flow.

Methods

In this improvement project we conducted 7 PDSA (plan, do, study, act) combined with data, flow diagrams and time series charts.

System of profound knowledge were used.

The workflow was analysed and the staff was involved in this description.

Improvements implemented:

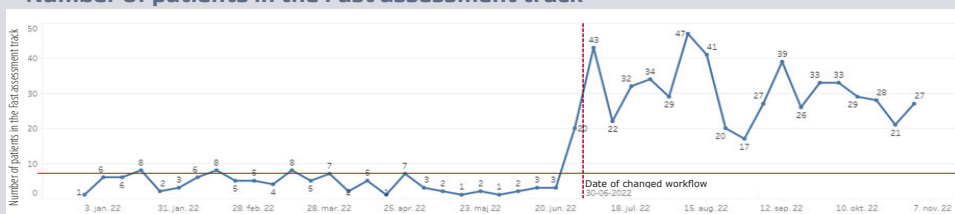
- Decision making support tool.
- Inclusion via hospital referral centre, flow coordinator, ED physician and ED nurse.
- Interdisciplinary reception at the ED around the clock, every day of the week.
- Actioncards for ED physicians and ED nurses.

Results

Average number of hours in the Fast assessment track



Number of patients in the Fast assessment track



Discharged directly from the Fast assessment track

