

Fast assessment track in a Danish Emergency Department

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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:

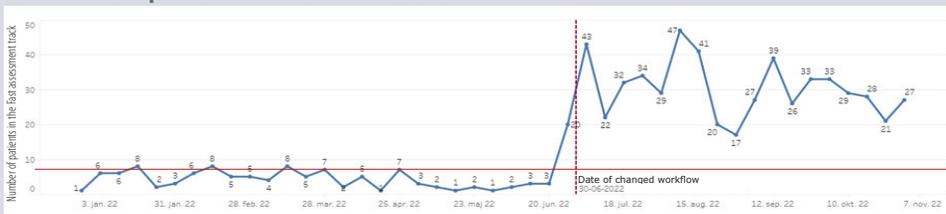
- To give these patients a quick and efficient assessment and treatment, with the aim of reducing the waiting time for patients while increasing patient safety and patient satisfaction.
- To strengthen patient safety for all acute patients by ensuring available staff and examination rooms by quicker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

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



Performance goal number 1:

The patient is discharged within 4 hours. Baseline 6 hours.

Median line is red and 2,5.

Grey line is the average time of stay.

Dotted line is the start of inclusion around the clock, every day of the week.

Performance goal number 2:

Patients included increased to 4 patients a day.

Baseline 1-2 patients a day.

Median line: red and 7.

Performance goal number 3:

90% of the patients are discharged from the track.

Baseline: 70%.

Median line: 100%.

Lessons learned

System: Several concurrent changes at the same time is a challenge.

Variation: A good and close collaboration with dataexperts is essential.

Building knowledge: Learn from experiences in other ED's.

The human side of change: Involving clinicians to secure meaningfulness and motivation for change.

Conclusions

- The Fast assessment track reduces waiting time for stable patients of low complexity and almost all of the patients are discharged from the track.
- Questionnaires indicates that these patients are satisfied with the waiting time compared to LUP results (nationwide surveys of patient experiences).