

2024 OHA Excellence in Clinical Quality Award for a Hospital with >300 Beds

Hillcrest Medical Center

A Multidisciplinary Approach Improves Throughput and Care

Goals

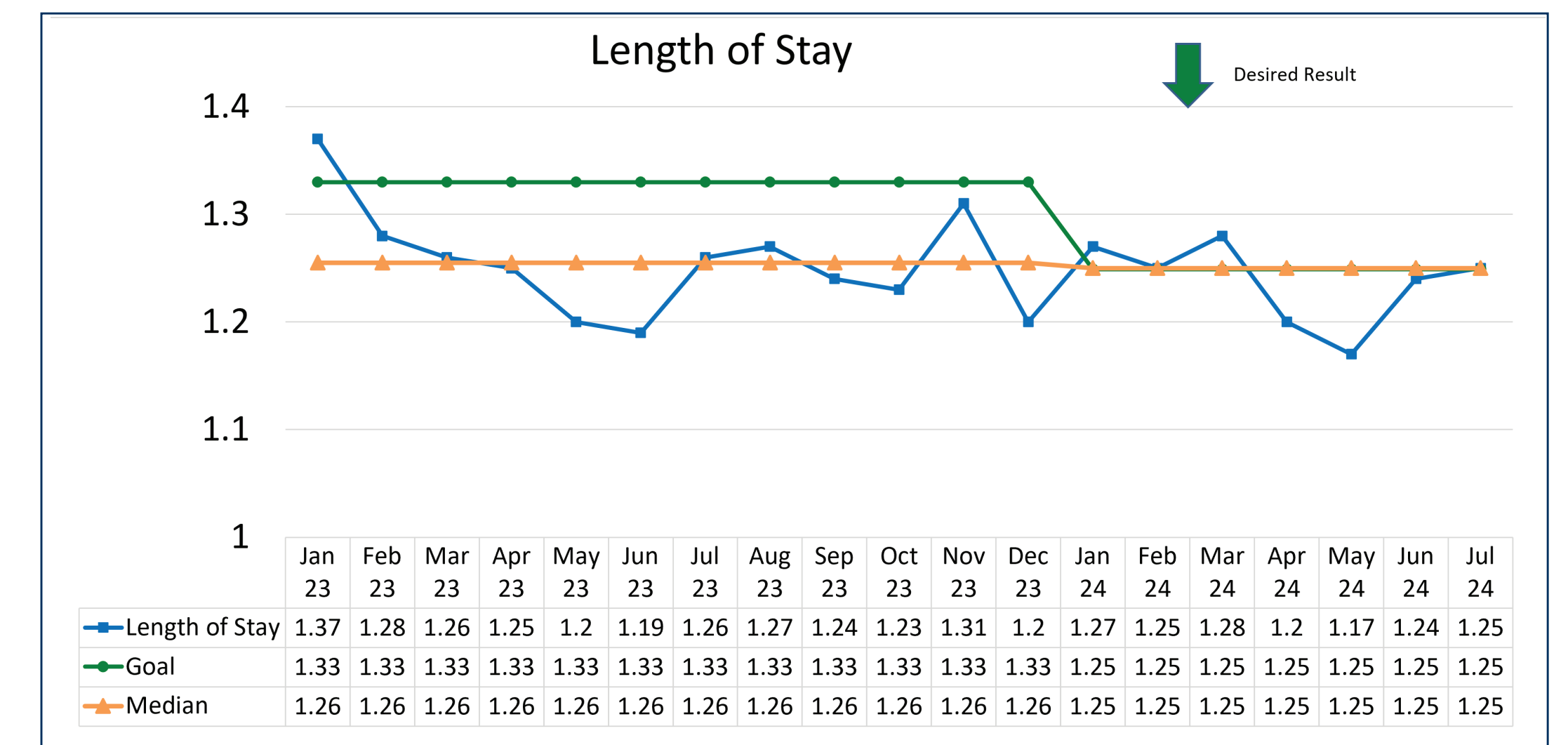
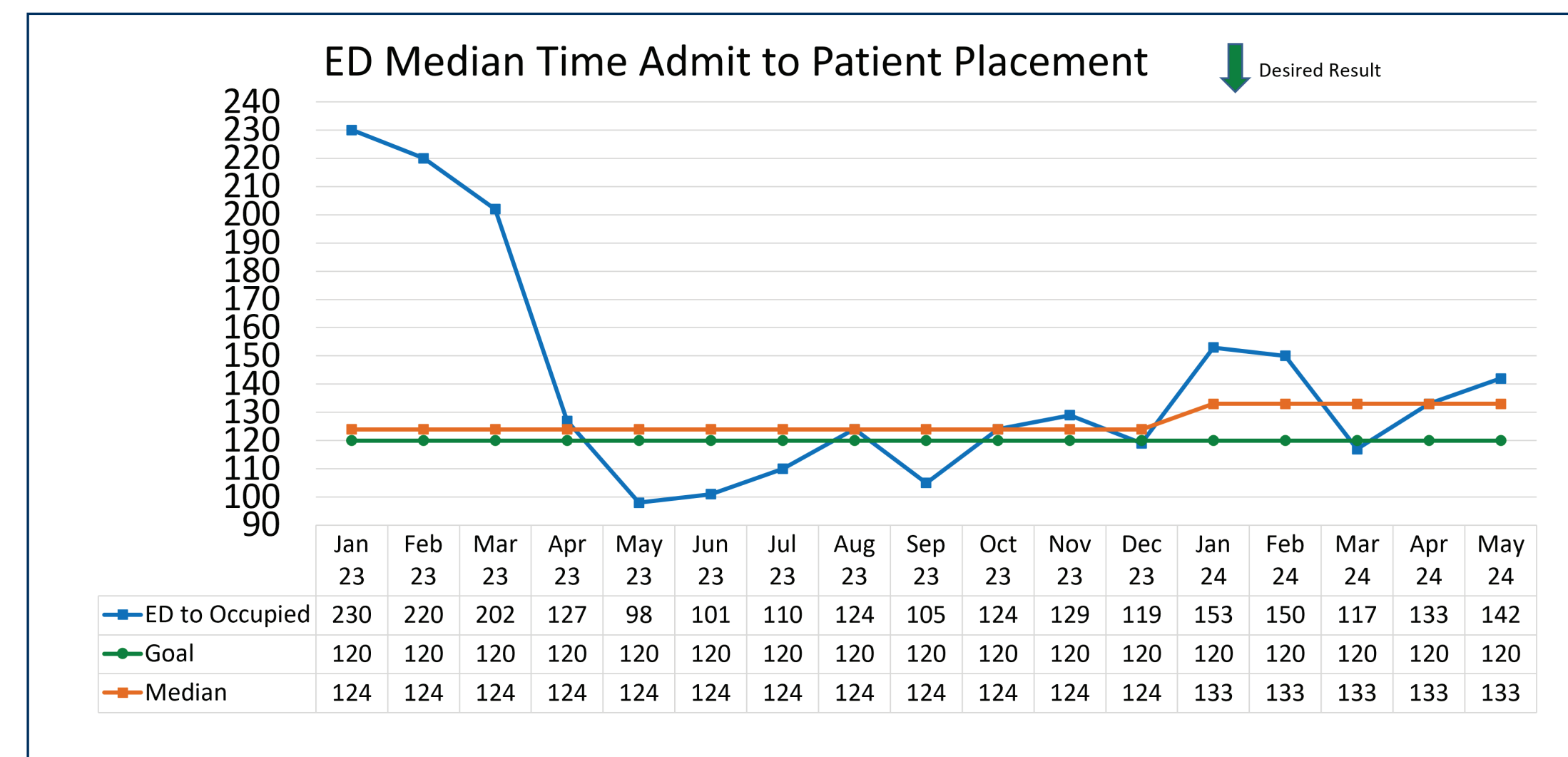
Reduce median time between decision to admit a patient from the Emergency Department (ED) to placing the patient in an inpatient bed within <120 minutes within 12 months.

Interventions

1. Multidisciplinary team created documented steps in three levels of capacity.
2. Added admission and discharge nursing staff.
3. Opened discharge lounge to facilitate room turnover.
4. Contracted new environmental service company.

Results

- Induced a positive downward trend in ED median time to placement.
- Reduced length of stay.
- Increased patient volume by 26%.
- Improved patient experience.



Lessons Learned

- Tracking and presenting visual metrics are key for the team to have a clear understanding of metrics, and will be implemented in other projects.
- Use of concurrent data is more impactful than retrospective.

Sustainment

- Monthly meetings will be held to sustain gains and involve leadership and key stakeholders.
- Will invest in leadership education and enhance data analytics. Results to be shared with Ardent leadership team.

Improvement Team

