

Baptist Health South Florida

## Scholarly Commons @ Baptist Health South Florida

---

All Publications

---

11-3-2022

### Improving ED Throughput: Role of Dashboard RN

Haydee Fernandez

*West Kendall Baptist Hospital, haydeef@baptisthealth.net*

Marisel Perigo

*West Kendall Baptist Hospital, mariselp@baptisthealth.net*

Stephanie Ulloa

*West Kendall Baptist Hospital, stephanieu@baptisthealth.net*

Diane Rivero

*West Kendall Baptist Hospital, dianeri@baptisthealth.net*

Follow this and additional works at: <https://scholarlycommons.baptisthealth.net/se-all-publications>

---

#### Citation

Fernandez, Haydee; Perigo, Marisel; Ulloa, Stephanie; and Rivero, Diane, "Improving ED Throughput: Role of Dashboard RN" (2022). *All Publications*. 4562.

<https://scholarlycommons.baptisthealth.net/se-all-publications/4562>

This Conference Poster -- Open Access is brought to you for free and open access by Scholarly Commons @ Baptist Health South Florida. It has been accepted for inclusion in All Publications by an authorized administrator of Scholarly Commons @ Baptist Health South Florida. For more information, please contact [Carrief@baptisthealth.net](mailto:Carrief@baptisthealth.net).

## Background

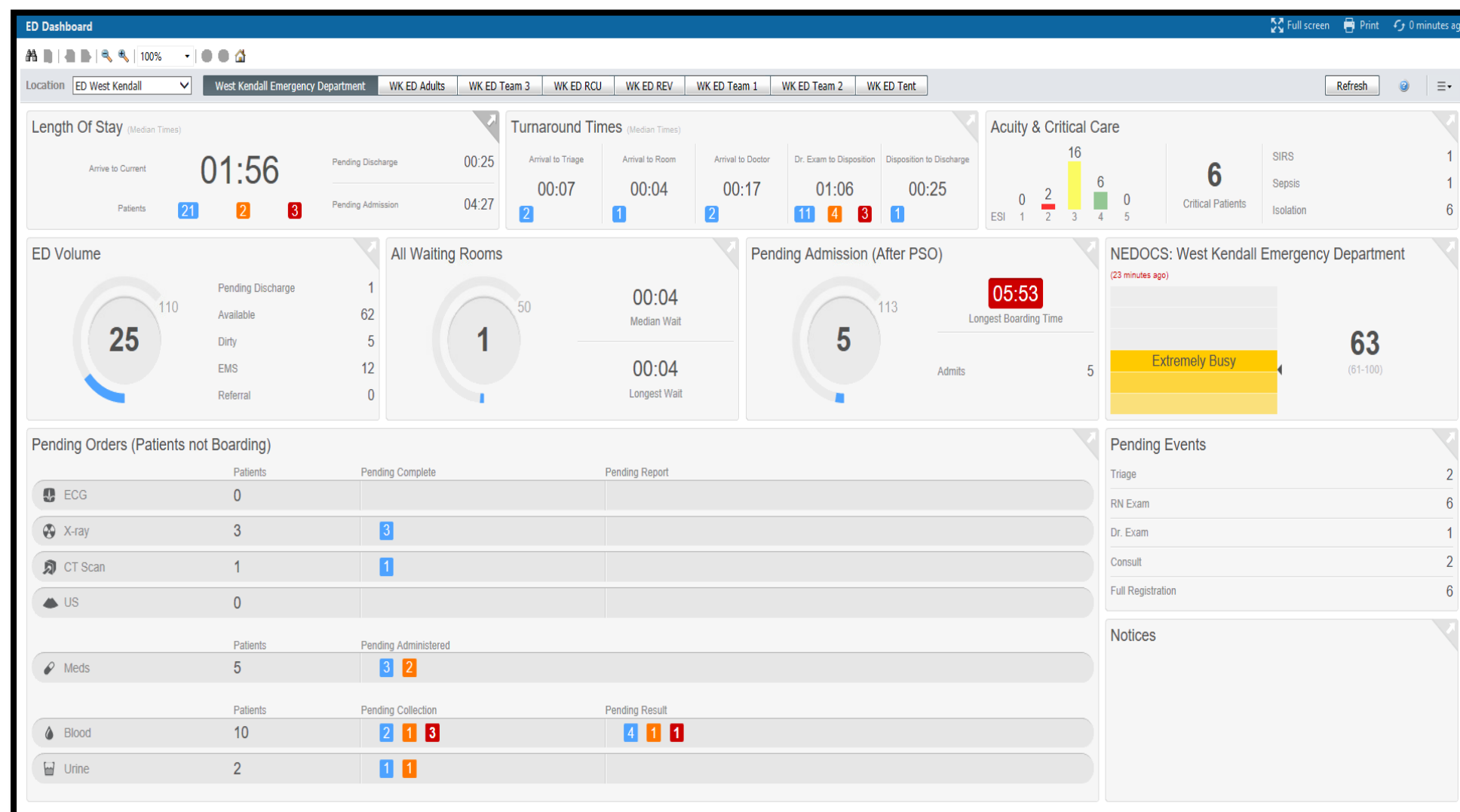
- Centers for Medicaid and Medicare Services (CMS) National Quality Measure (NQM) OP-18b, Median Emergency Department (ED) Length of Stay (LOS) Outpatients, is a measure of ED-throughput efficiency affecting reimbursement for care provided.
- Excessive LOS in EDs contributes to ED overcrowding, patients leaving without being seen and decreased patient satisfaction.
- In one acute care hospital ED, OP-18b was well above the benchmark (142 median minutes) from June to September of 2020, with an average median LOS outpatients 196 minutes.

## Project Goal

The goal of the project was to decrease the ED CMS NQM OP-18b, Median ED Length of Stay (LOS) Outpatients, through management of an electronic ED Dashboard by dedicated clinical RN.

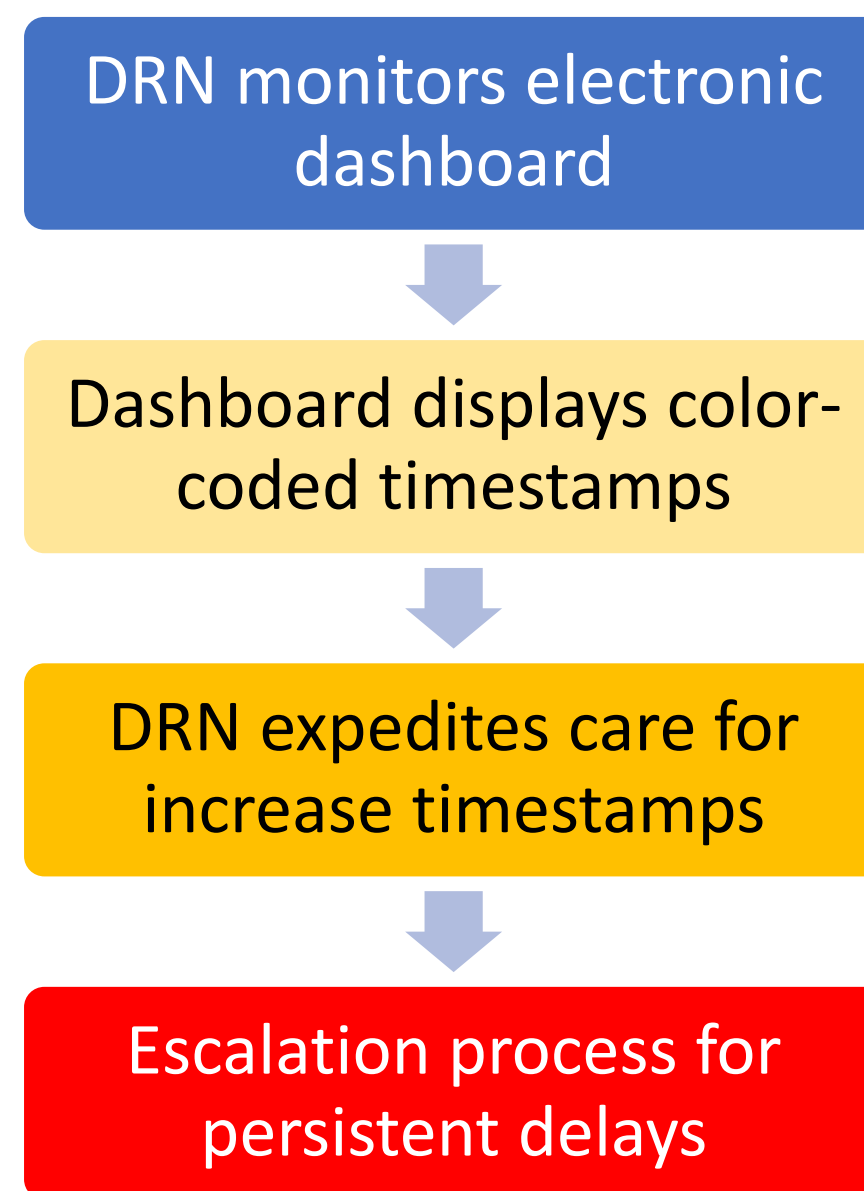
ED Dashboard (R) displays specific color-coded time stamps depending on test. For example, for lab tests:

- Blue** <15 minutes from order to collection
- Orange** 15 to 29 minutes from order to collection
- Red** ≥30 minutes from order to collection



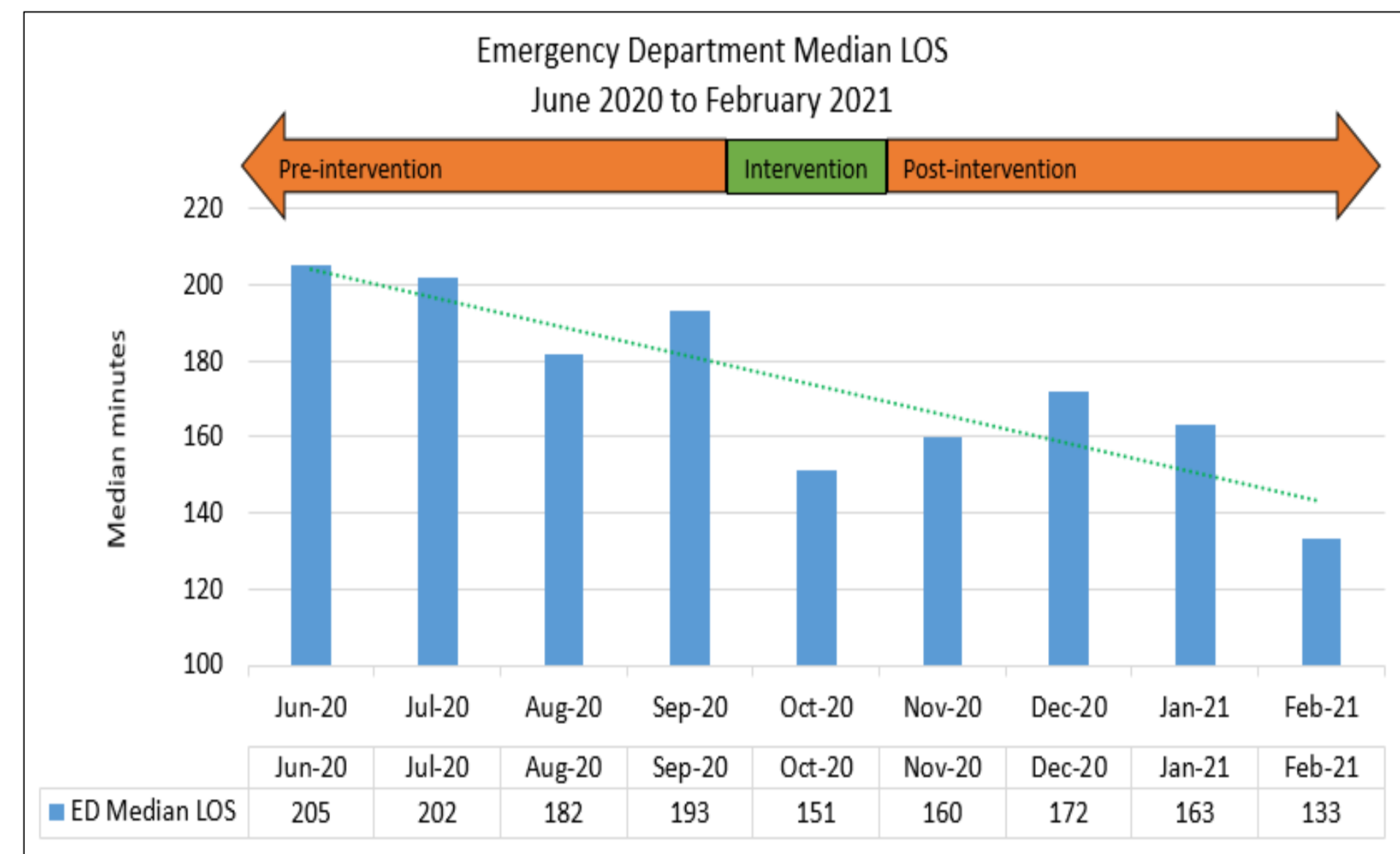
## Methods of Implementation

- October 2020, ED implemented an innovative role of a “Dashboard RN” (DRN) to manage electronic patient dashboard.



## Outcomes

- 4 months prior to implementation of DRN, median ED LOS outpatients (in minutes) were: 205, 202, 182, 193 (average median 196 minutes).
- 4 months following intervention, median ED LOS outpatients (in minutes) were: 160, 172, 163, 133 (average median 157 minutes).
- This represents a 20% decrease in average median LOS from pre-intervention to post-intervention timeframe.



## Discussion

A Magnet culture of nursing excellence supports innovative role of a clinical RN to manage the ED electronic patient dashboard, resulting in expedited care and facilitated throughput. Clinical RNs are especially well-positioned in this unique role to impact efficiency of quality care.

## Contact Information



ED Director: Haydee Fernandez, [haydeef@baptisthealth.net](mailto:haydeef@baptisthealth.net)  
 ED Manager: Marisel Perigo, [mariselp@baptisthealth.net](mailto:mariselp@baptisthealth.net)  
 ED Clinical Nurse Educator: Stephanie Ulloa, [stephanieu@baptisthealth.net](mailto:stephanieu@baptisthealth.net)  
 ED Clinical Nurse Educator: Diane Rivero, [dianeri@baptisthealth.net](mailto:dianeri@baptisthealth.net)