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4-21-2023

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Citation

Fernandez, Haydee; Perigo, Marisel; Ulloa, Stephanie; and Rivero, Diane, "Improving ED Throughput: Role of Dashboard RN" (2023). *All Publications*. 4608.

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Improving ED Throughput: Role of Dashboard RN

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Background

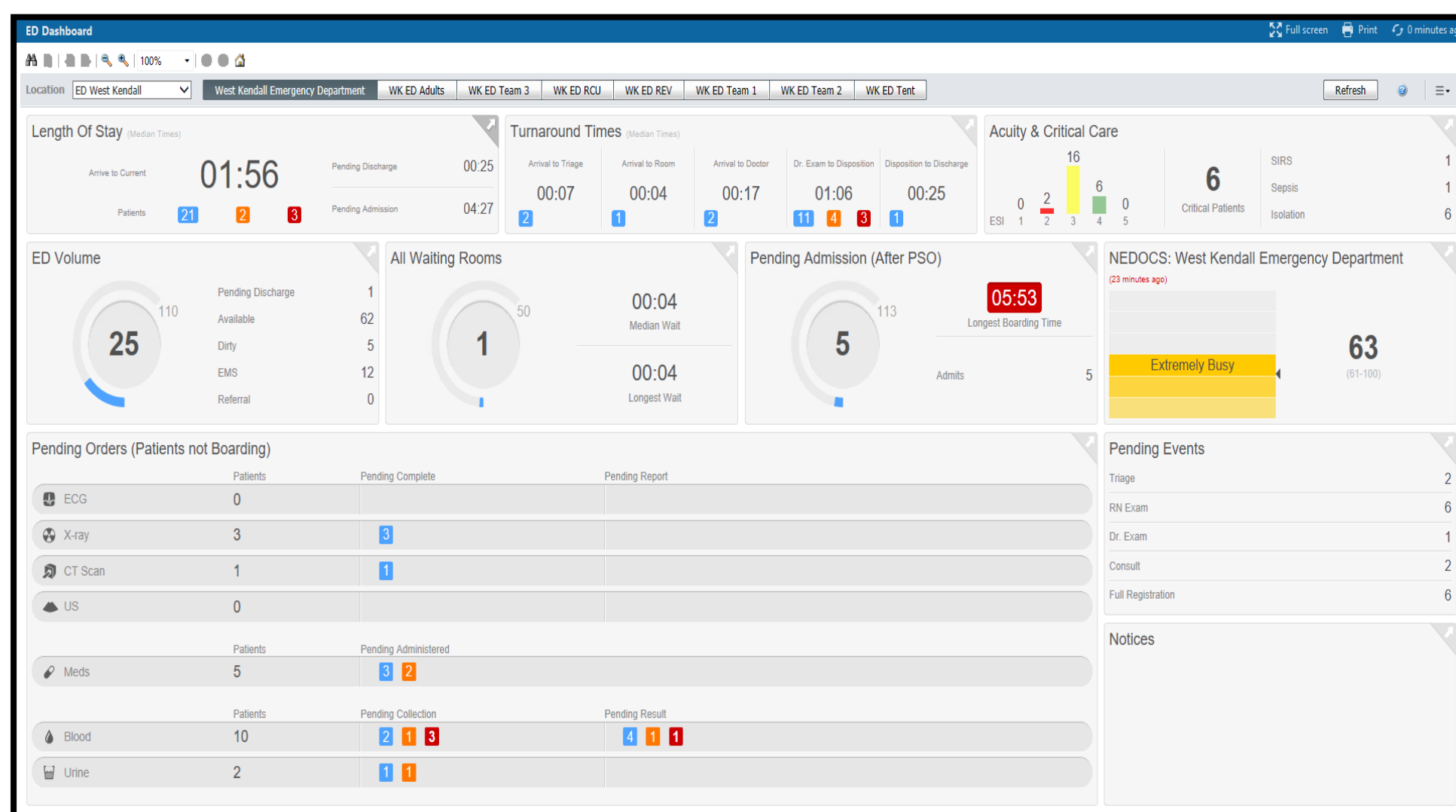
- Centers for Medicaid and Medicare Services (CMS) National Quality Measure (NQM) OP-18b, Median Emergency Department (ED) Length of Stay (LOS) Outpatients, is a measure of ED-throughput efficiency affecting reimbursement for care provided.
- Excessive LOS in EDs contributes to ED overcrowding, patients 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.

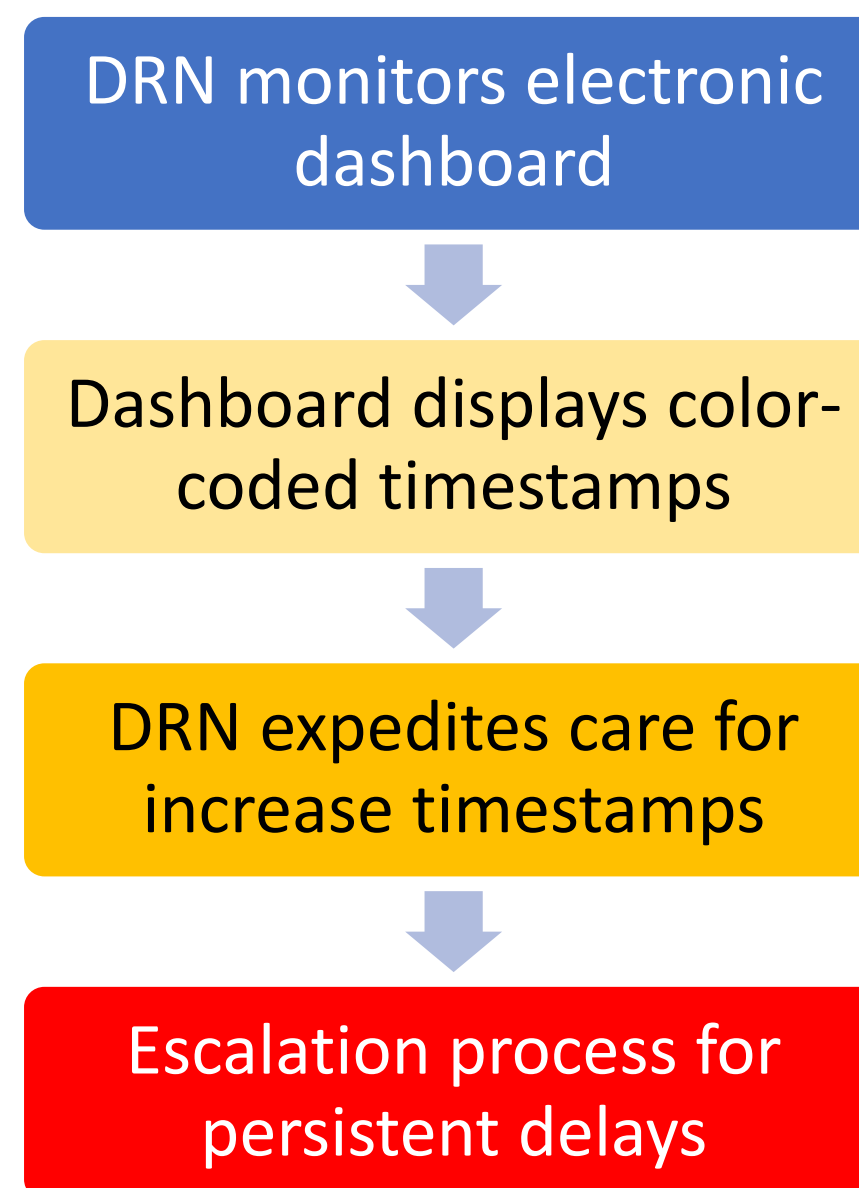
ED Dashboard (R) displays specific color-coded time stamps depending on test. For example, for lab tests:

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



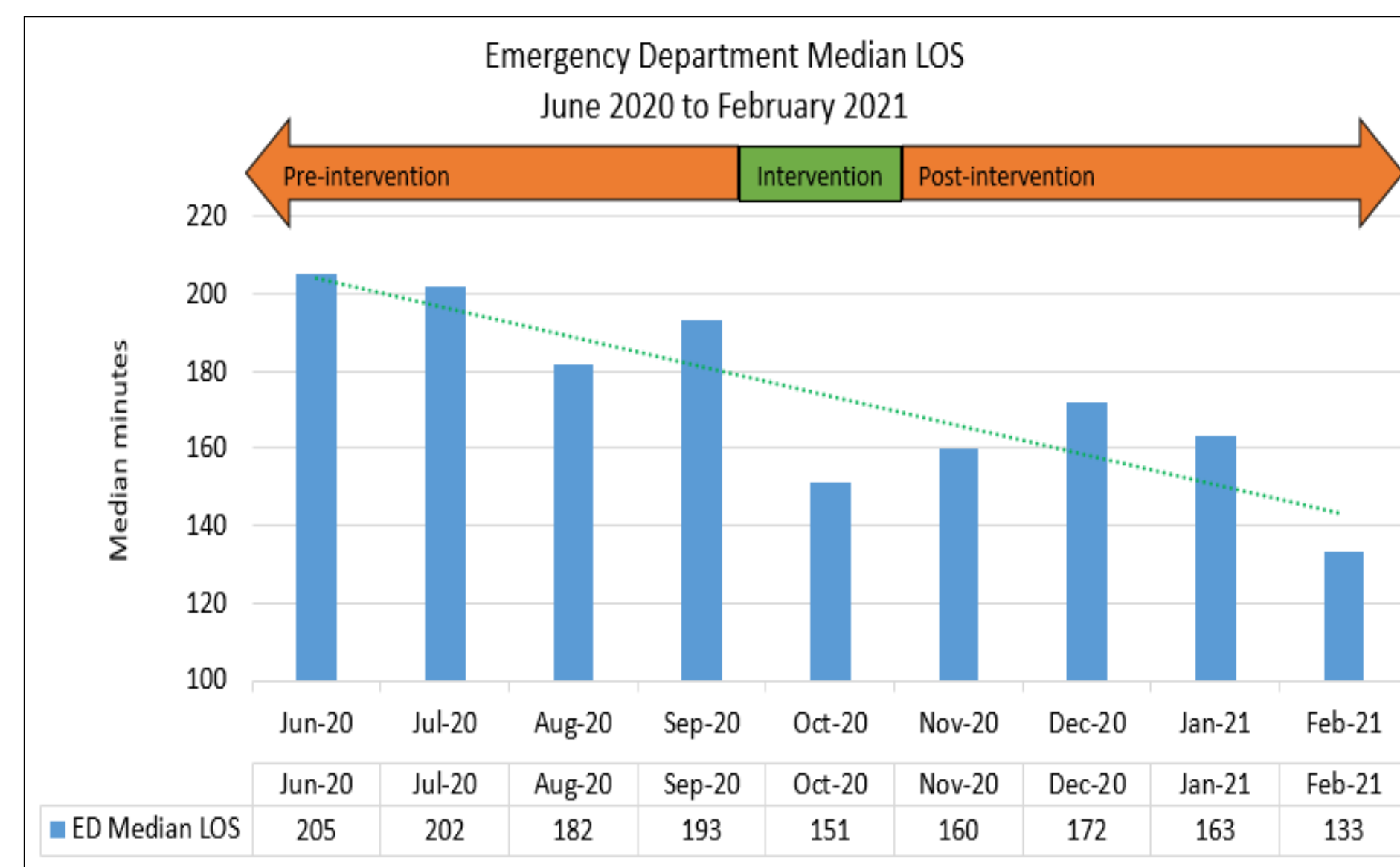
Methods of Implementation

- 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.

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