

Nurse Driven Protocols to Improve Throughput!

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1 Background

Purpose: Determine the effect of simple education on boosting the utilization of Nurse driven protocols by ED Nurses and the effect on length of stay (LOS) in the ED.

Design: Conducted as a quality improvement project and was a part of a larger initiative to improve the ED throughput processes.

Setting: A community hospital, part of a private, not for profit healthcare system located in the Southeastern U.S. Specifically, the study was conducted in a 25 bed ED that sees approximately 65,000 patients a year.

2 Methods

A small focus group of emergency nurses, ED Leadership, Clinical Nurse Specialist, and the ED Chief Medical Director (CMD) was organized to identify opportunities to improve current nurse driven protocols, address education needed and improve utilization of the protocols by nurses. This study was done in two phases.

Phase One: Focus group along with CMD revised & updated protocols to promote the use of protocols.

Phase Two: Education was rolled out to the staff via mandatory computer based learning, huddle messages, flyers and badge cards for quick reference.



3 Results

After initiating of both phases: The utilization of protocols went from three percent in March 2014, to ten percent in May 2014 ending the fiscal year with fifteen percent. The LWBS rate in March was 1.5%, in May 2014 LWBS decreased to 0.6% and the fiscal year 1%. The door to admit in March was 368 minutes, in May decreased to 343 minutes for the fiscal year ending with 319 minutes. The door to discharge for level 4 & 5's in March was 125 minutes, in May 114 minutes and for the fiscal year 115 minutes. Door to discharge for all patients in March was 202 minutes, in May 190 minutes and fiscal year ending 190 minutes. Results have shown that education can affect the increased utilization of using Nurse Driven protocols and can make an impact on LOS in the ED.

5 Implications

Re-education of nurses in the ED on the value of using Nurse driven protocols has made a huge impact on the LOS for our patients.

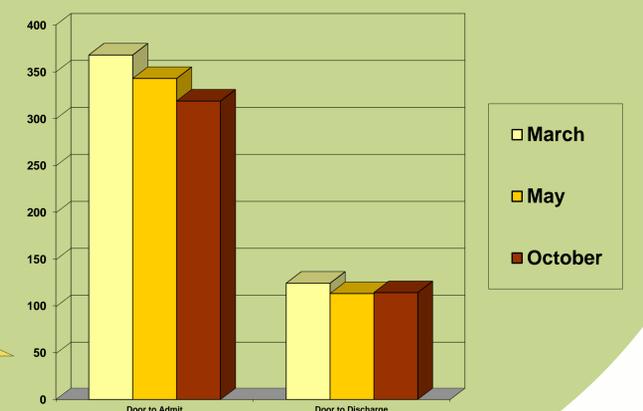
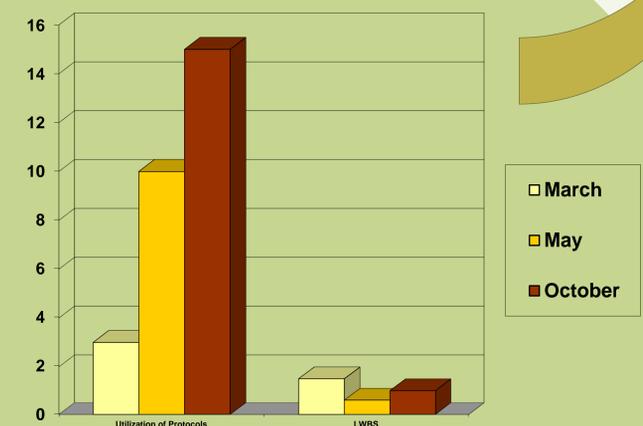
The patient satisfaction scores improved, March of 2014 was 86.4% and for the fiscal year of 2014 went up to 88.9%.

An additional unexpected finding was improved communication between providers and nurses by encouraging dialog regarding orders.

This evidence based practice improved:

- Patient Outcomes
- Satisfaction among patients and staff

4 Data



* References

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