CASE STUDY

TXN

IMPROVE EMERGENCY ROOM PROCESS

A small publicly owned hospital was seeking to improve customer satisfaction, improve effeciency, and reduce costs. Shainin was asked to partner with a team to discover ways to improve their process.

THE PROBLEM
The Emergency Room department was selected. The objective was to improve patient satisfaction and reduce the length of stay.

THE APPROACH
In just five days, using the Shainin TransaXional® approach, the team isolated the causes across numerous independent systems involved in reception, triage, registration, treatment, and release. Through visually defining the dependencies among these functions, all organizations were able to understand cause and effect relationships. This allowed the team to recognize overarching functional priorities, resolve conflicting objectives, implement effective measurement systems and select strategic correc tive actions to drive ongoing continual improvement efforts.

RESULTS

1. Organization can now view priorities from a functional perspective (i.e. when ER is full, do not block release of ER patients to acute care). Site-wide objectives will be aligned with corresponding metrics and measurements.

2. Developed measurement systems that identify where to focus efforts for maximum results. Enhancements were identified for existing systems and system interfaces. Developed visual and graphical presentation of information.

3. Redisgned process to enable Reception, Triage and Registration functions to occur in parallel. Staffng can now be better aligned with peak flow, area layouts will be revised, and interruptions will be reduced.

4. Revised reception/registration process to drive creation of the Medical Record Number during reception. This number is essential for service delivery.

5. Improved visual management of patient and visitor flow, process awareness, and patient status.

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