

CASE STUDY:
IMPROVING PATIENT
FLOW IN THE ED

A Hospital in the South

Case Study: Improving Patient Flow in the ED

Key Opportunities:

- + Patients awaiting admission/discharge/transfer causing increased length of stay
- + No bedside registration and slow lab test results
- + Staff/physician communication needed improvement, specifically related to patient care

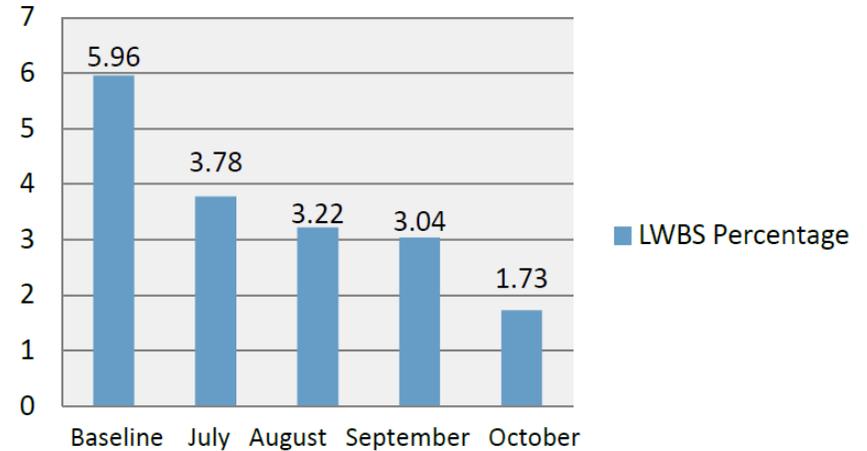
Soyring Solutions:

- + Track patient flow by volume/timestamps and develop processes for decreasing LWBS and AMA
- + Eliminate diversion and work with lab and staff to understand the exact reasoning of low quality lab draws
- + Work with admitting departments to receive patients, keep physicians informed of patients awaiting discharge, and transfer patients
- + Use mid-level practitioners to lower costs and stay within budget

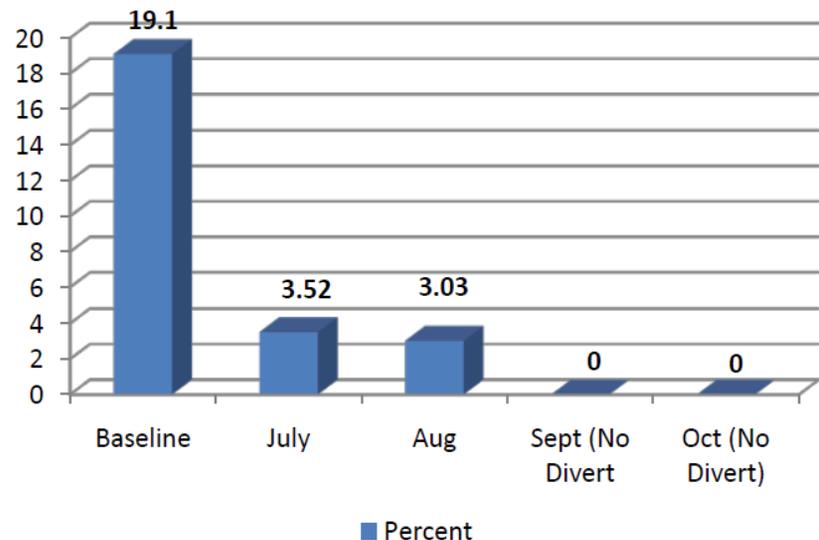
Project Results:

- + Instituted immediate bedding that allowed patients to go straight to a bed (if available) and institute bedside triage
- + Educated staff to keep physicians aware of patient care when discharges may be appropriate
- + Successfully worked with lab to perform higher quality lab draws and decrease turnaround time
- + Decreased LWBS patients by 4.23% and reduced hours of diversion to zero

Percent of LWBS per Month



Percent of Hours of Diversion



About Soyring Consulting

Soyring Consulting provides clinical and managerial consulting services to healthcare facilities of all sizes, including For-profit, Not-for-profit, Community, University, and Faith-based facilities and systems. Our team has worked in more than 35 states across the United States in all departments, including emergency, critical care, surgical services, sterile processing, nursing/clinical units, diagnostic, and support areas. Our hospital-wide projects focus on strategy, productivity, and facility design. By combining our experience, proven knowledge, and time-tested skills, we work with your team to create targeted opportunities, along with the plan and achievable goals to reach them. For more information, visit www.soyringconsulting.com or call our corporate office at (727) 822-8774 to speak with a representative of our leadership team.



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