

RELATESM for Employees

Reassure and Explain to the patient the process we are using will keep them moving more through the Emergency Department is typical and intends to get them in and out as effectively and efficiently as possible.

Listen to any questions that might have about the process.

Answer them appropriately.

Take Action as needed.

Express Appreciation for their understanding and for hearing about the process.

Use **Words That WorkSM** such as: care, comfort, concern, and apologize for any wait they might experience.

About [Emergency Department Flow and Operations]

Create the concept of “Nobody Owns a Bed” in the Emergency Department

(Step 1):

Set the expectation that patients will “keep moving” through the ED until discharged.

(Step 2):

Keep vertical patients vertical; undress & gown them only as appropriate.

(Step 3):

Move patients out of an exam room if it they do not need to be there.

(Step 4):

Create a process for using hall beds &/or a creating a sub-waiting area that could be used as a “continuing care” area. Some EDs do not have the benefit of extra space so they use the main lobby/waiting area to place patients in who are awaiting final disposition.

(Step 5):

Use this process to create virtual capacity in the ED.

Coaching in Action:

This process is one in a series that can assist the ED leaders create an efficient flow model. Ensure all leaders, charge nurses, and staff are aligned and committed to the process. Use rounding to reinforce.

[Emergency Department Flow and Operations]

Success Factors

- Create an ED Flow Team to help create, guide, and monitor this process.
- Use the charge nurses as the enforcers of flow in the ED.

Expected Outcomes:

- #1:** Improved flow
- #2:** Decreased Left without Being Seen (LWBS)
- #3:** Decreased Length of Stay (LOS)
- #4:** Improved Patient Satisfaction

Communication is Critical

Quite simply, “Nobody owns a bed” in the Emergency Department. An ED room is very valuable real estate.

~Eric Heckerson, Coach