Is Our DOS at "Risk?"

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PERFORMANCE IMPROVEMENT & INNOVATION

Defining the Opportunity for Improvement

- At times our DOS can be extended due to several discharge planning barriers, which if identified earlier can help us decrease our DOS.
- We were previously tracking discharge barriers but as we initiated our LMS board, the data proved that our Care Management team could move the needle on decreasing DOS by completing our first assessment within the first 24 hours.

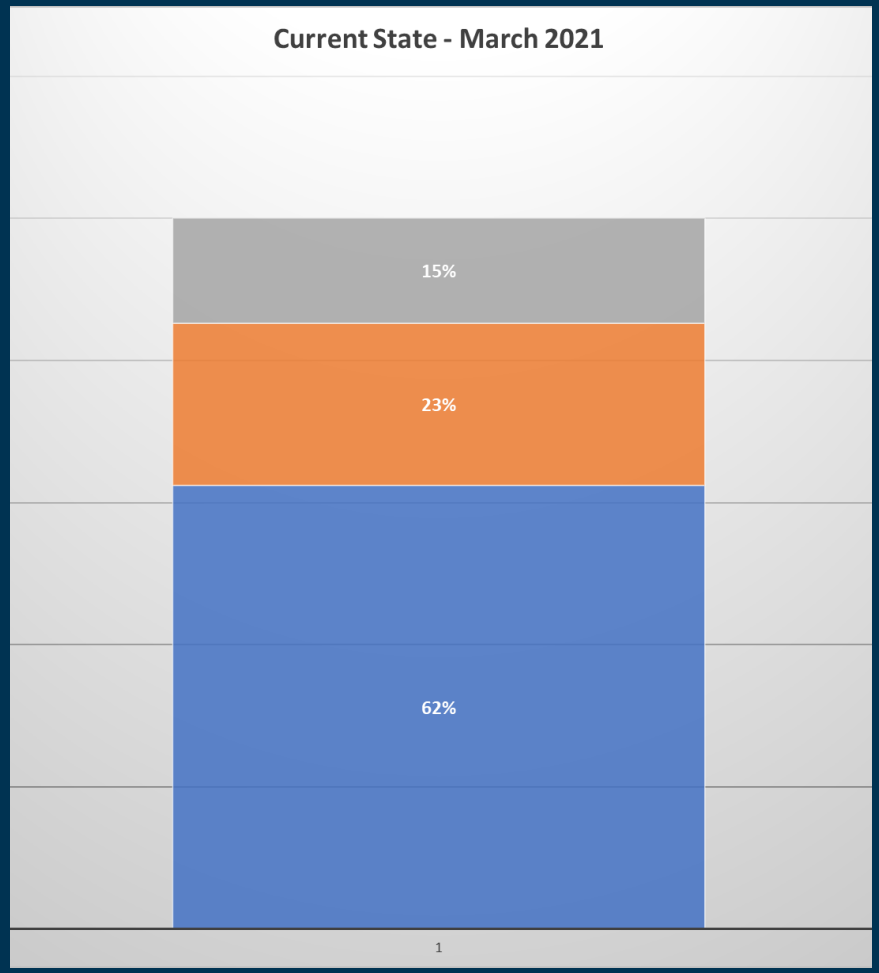
Defining the Opportunity for Improvement

Why is this important?

- Early identification of previous services and new needs, such as preferred pharmacy, home health services, equipment needs, facility placement, and initiation of financial and social assistance can help expedite discharge.
- For example:
  - If the patient's insurance does not cover certain medications
  - Patient admitted without Home Oxygen and requires new setup at discharge

Defining the Opportunity for Improvement

- We completed the current state analysis which showed only 62% of the first assessments were being completed within the first 24 hours of admission.
- Collected feedback from the team to determine the most common questions from the first assessment that would make the biggest impact.



What Are We Trying To Accomplish?

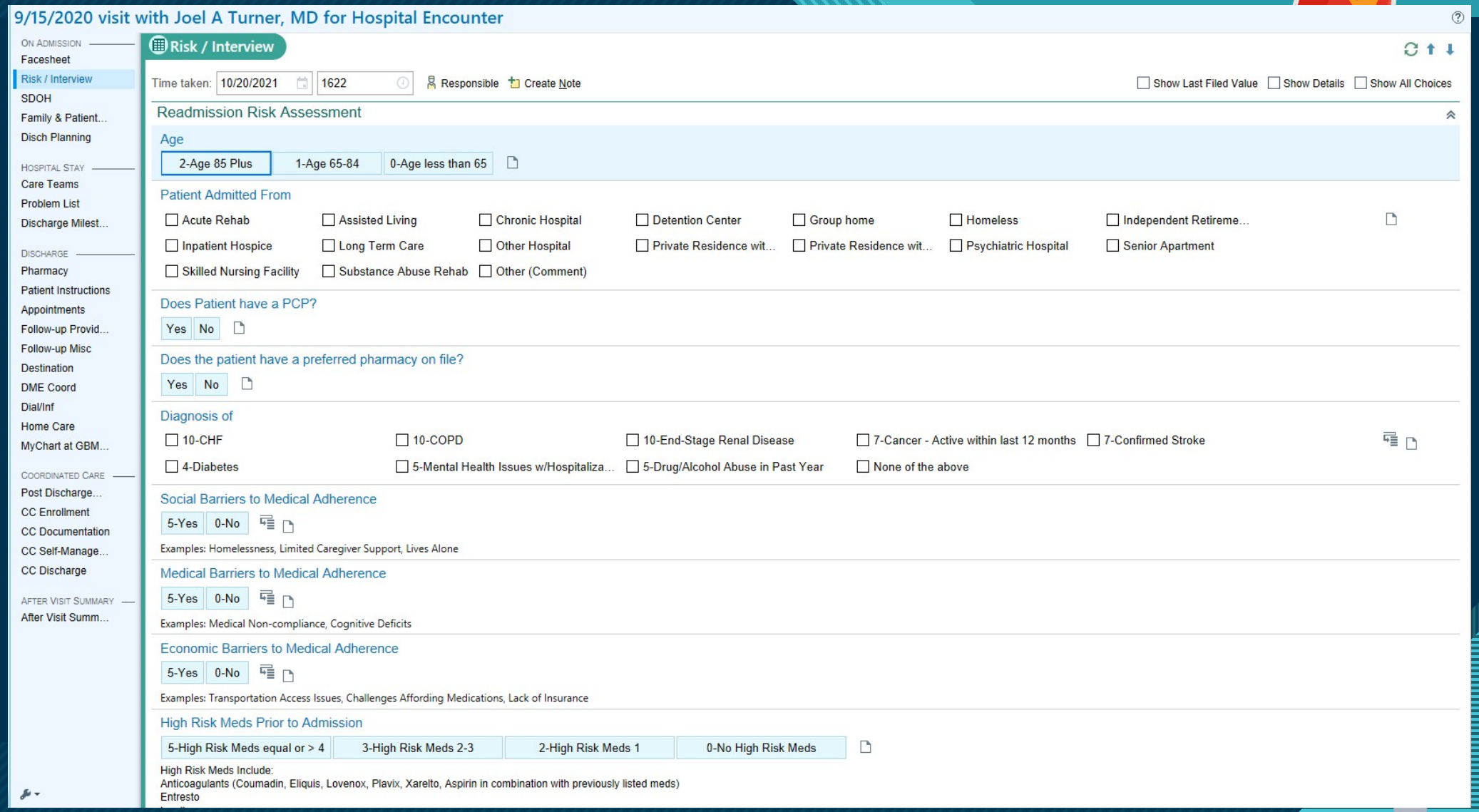
- Design and implement a standardized process to complete the first assessment within 24 hours of admission in order to reduce DOS on med/tele units by January 1, 2022.
- The resulting decrease in DOS will increase throughput for the organization.

What Changes Did We Make to Solve for the Problem?

PLAN

We revised our first assessment (see right).

We developed a standard process throughout the entire Care Management team.



Who Are We Collaborating With?

- Our stakeholders include, but are not limited to:

EPIC Analyst

Nursing

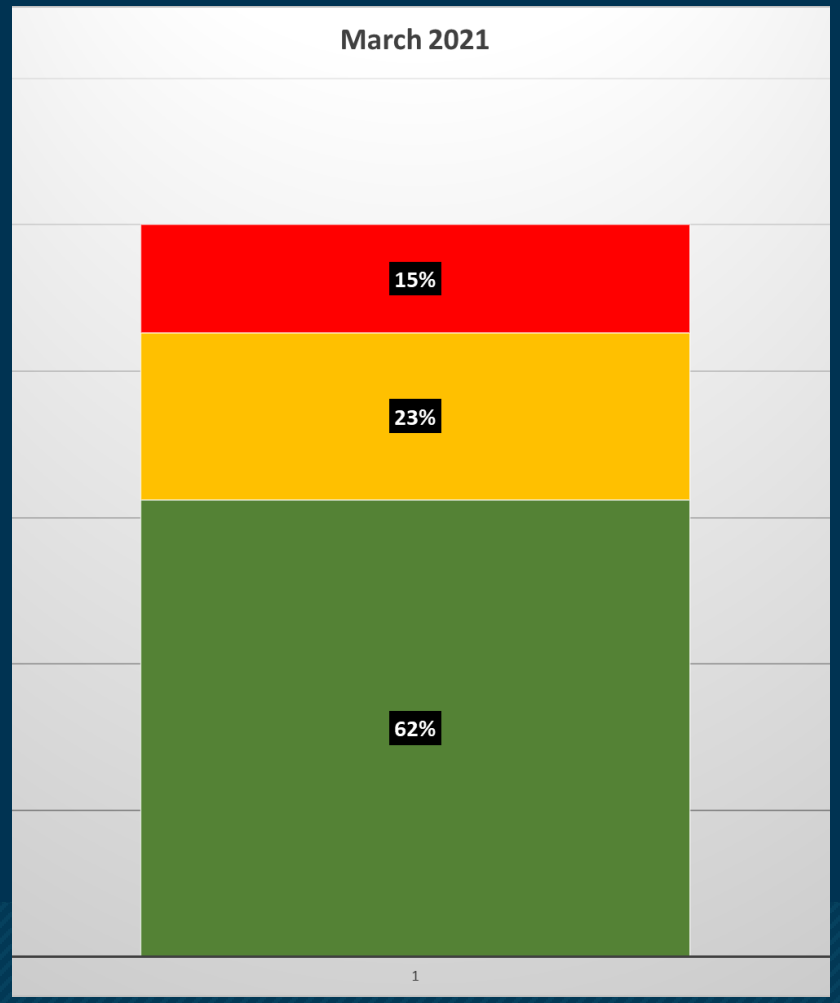
Physicians

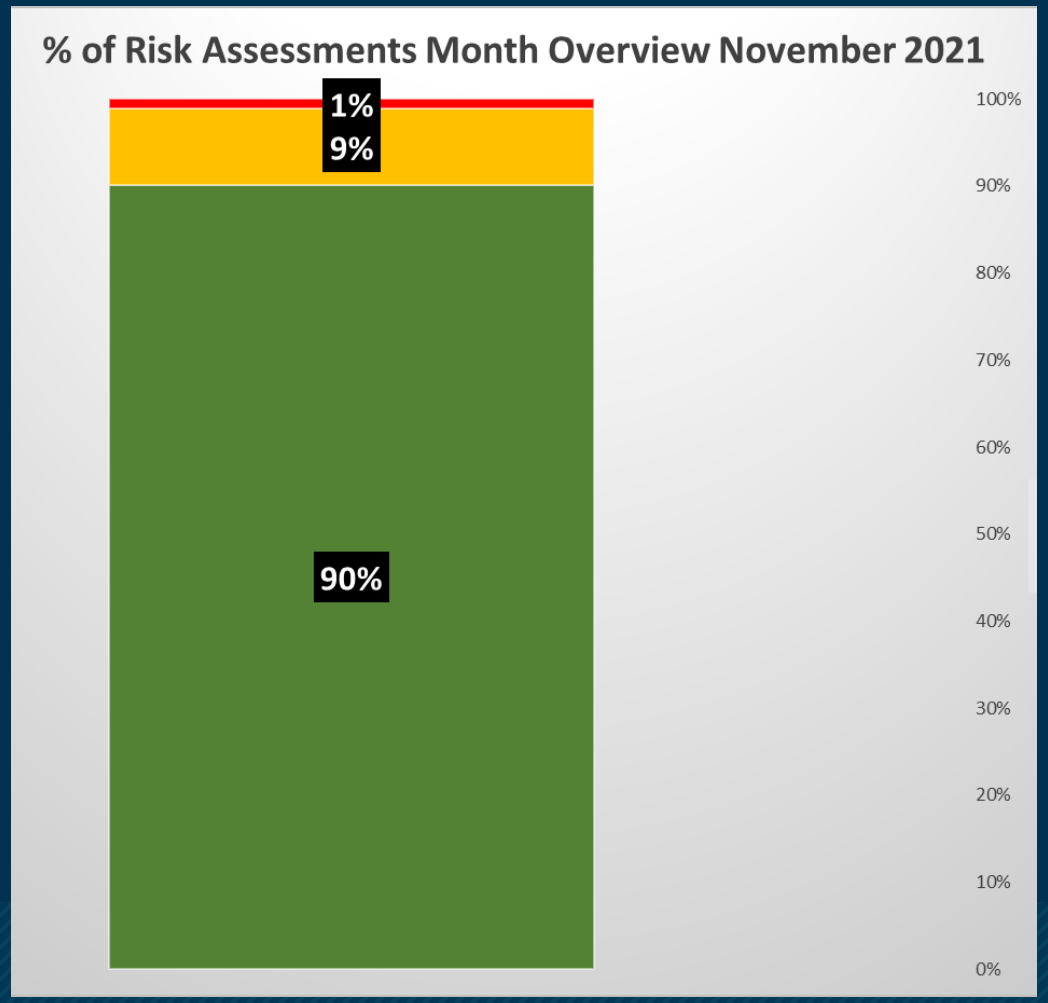
Post-acute Providers

Transition Guides (through Johns Hopkins collaboration)

Outcomes & Lessons Learned

Before and After Data





Outcomes & Lessons Learned

Baseline for DOS:
3.02 days (median)

Our goal for DOS:
2.92 days (median)

Currently YTD DOS:
2.85 days (median)

- Input from the entire team on what changes to include in this project
- Updating and streamlining our first assessment allowed us to include pertinent information and knowledge surrounding patient's status pre-admission
- Learning LMS approach for future process re-designs within the department

Next Steps

- Integrate this new standard work into Orientation of new employees (orientation manual, etc.)
- Develop future efficiencies by leveraging our EPIC system and utilizing the various roles within our team (Epic work queues, Care Coordinators, etc.)
- Expand improvement work from the first assessment to include the initial assessment as well.

QUESTIONS?

COMMENTS?