

CASE STUDY



32,000 Annual Volume ED Stabilizes Disjointed Team Facing Staffing Issues

THE CHALLENGE

This 15-bed, level 3 trauma center was struggling with an unstable team, operational inefficiencies, and poor patient experience. Much of the physician coverage was pieced together with traveling locums providers. Relationships with the hospital, community, and patients were weak and the clinical team was disjointed.

THE SOLUTION

To stabilize the department, we first worked to bring in solid leadership. We then set our sights on staffing the facility with more permanent providers who would be rooted in and dedicated to serving this high-risk community. We broke down the department's processes and focused on optimizing the admission and lab processes. We also prioritized improvement of physician-nurse engagement and communication.

THE RESULTS

Within two months, these improvements resulted in:

LWBS DROPPED FROM

7.7% TO 2.1%

REDUCED LENGTH OF STAY

BY 6%