

ACHIEVING ED PERFORMANCE AND PATIENT EXPERIENCE GOALS WITH DRISCOLL CHILDREN'S HOSPITAL

PARTNERSHIP BACKGROUND

Driscoll Children's Hospital is a not-for-profit facility in Texas with a Level III Trauma Center, a 20-bed ED, and an annual volume around 40K. At the start of its partnership with SCP Health (SCP), the facility already had a supportive administration, medical director, clinical leadership, and nursing staff—as well as a dedicated Improvement Committee. However, Driscoll was eagerly looking for more advanced knowledge and tailored recommendations for improvement.

GOALS

- ▶ Decrease door-to-provider time and door-to-discharge time
- ▶ Decrease LWOTs
- ▶ Improve patient satisfaction

STRATEGY

SCP conducted a comprehensive operational assessment of the ED, evaluating a variety of factors including the patient flow process, quality measures, outcomes, satisfaction, documentation, and communication. The assessment identified key areas for improvement: ED patient flow, patient satisfaction, ED metrics measured against national benchmarks, and ED culture of service.

To address these improvement areas, SCP Health and Driscoll partnered together to:

- ▶ Address the front-end of patient flow with strategic emphasis on creating input processes to ensure the patient was seen by the provider faster
- ▶ Modify staffing plans to have additional coverage
- ▶ Develop patient satisfaction solutions based on dedicated communication techniques, tools, and resources
- ▶ Establish an emergency medicine and hospital medicine playbook to ensure appropriate ED workups and treatments were achieved prior to hospital transfers
- ▶ Create transparency by putting ED providers on SCP's data-driven provider portal—giving them a visual of all metrics, provider and facility comparison reports, and a comprehensive view of wins and improvement areas.

Lastly, SCP and Driscoll relied heavily on feedback forms to establish consistent communication with the ED team and expedite identification and examination of opportunities for improvement.

RESULTS

In the first two years of partnership, SCP Health and Driscoll achieved the following metrics:

- ▶ Door-to-Provider: Decreased from 51 to 15 minutes
- ▶ Door-to-Discharge: Decreased from 165 to 111 minutes
- ▶ LWOTs: Decreased from 6.96% to .18%
- ▶ Patient Satisfaction: Steadily increased from the 50th percentile to above the 80th percentile



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