

Boarding Interventions- Department Level

- Provider in triage model
 - Patient flows from RN triage > Provider triage> Line/lab/meds> WR
 - LWBS decreased from 4% to 1.1%
 - Average door to provider time of 15 min
- Utilization of all available spaces
 - Hallway beds
 - Ambulance Garage
 - Observation unit
 - Main hospital lobby

Boarding Interventions- Department Level

- Staffing the space
 - Implementation of EDIN nurses who care for boarded patients in the ED
 - Frees up ED nursing staff for ED patients
 - Utilization of critical care flyer nursing team
- Focus on the right care in the right place
 - Reserved next day primary care appointment slots
 - Next step-reserved specialty care appointment slots
 - Level loading throughout M Health FV system
- Improving throughput
 - Faster radiology reads
 - Faster lab results

Boarding Interventions-Hospital/System Level

- Custodial Care disposition
- Expanding disposition options for complex TCU placement
- Decreasing overall length of stay
- Expanding weekend staffing to decrease total length of stay and expand capacity for services