Improving Inpatient Access Through the Reduction of Intra-unit Transfer Times.

Christine Hartner BSN, RN, PCCN

Lehigh Valley Health Network, Christine.Hartner@lvhn.org

Follow this and additional works at: https://scholarlyworks.lvhn.org/patient-care-services-nursing

Part of the Nursing Commons

Published In/Presented At


This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.
**POSTER OBJECTIVE**

Detail strategies to improve capacity in the acute health care setting through efficient intra-unit transfers.

**BACKGROUND & SIGNIFICANCE**

Hospital admissions continue to be on the rise, forcing hospitals to address capacity issues. Lehigh Valley Health Network hospitals noted opportunities to impact patient flow through improvements in intra-unit transfer times; in particular, there was no standard work associated with these transfers.

**INTERVENTIONS**

- Formation of interprofessional process improvement team
  - Nursing – clinical nurses and managers
  - Transport
  - Bed Management
  - Lean Coach
- Development of Standard Work Algorithm
- Ongoing, real-time monitoring
- Development of electronic reporting/communication mechanisms, tied to electronic medical record
- Establishment of intra-unit transfer times as a metric at daily hospital-wide Leadership Huddle

**INTRA-UNIT TRANSFER TIME**

“the time it takes from when a patient is assigned a clean bed on another unit until that patient occupies that bed.”

**STANDARD WORK FOR INTRA-UNIT TRANSFERS**

1. Provider writes transfer order
2. Bed Management staff assign bed
3. Bed Management staff notify sending and receiving unit of bed via Ascom phone
4. Sending unit Ascom phone places a transport request within 15 minutes of notification by Bed Management Staff
5. Transporter is assigned electronically based on priority
6. Patient is assigned to nurse if receiving unit does not have an "Available RN" on "Priority List" and nurse is given to another "Available RN" on "Priority List"
7. Transporter arrives at patient's bedside. If transporter does not arrive within 30 minutes of request, sending unit staff transports patient
8. Transporter, with help as needed by unit staff, places patient in assigned bed on new unit
9. AP on receiving unit transfers patient into the EPIC Census

**INTRA-UNIT TRANSFER HUDDLE METRIC**

**RESULTS**

**STRATEGIES FOR SUCCESS**

- Development of the standard work algorithm
- Accountability through inclusion of an incentivized goal for management and clinical nurses to decrease intra-unit transfer time, evaluated at the time of annual performance appraisal.
- Representatives of all impacted roles on the Process Improvement Team
- Enhancement of transport role to address retention issues
- System improvements related to transport notification and assignments

References: