PACU Medical-Surgical Overflow

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Opportunity Identified:
- Delays in medical-surgical room assignments resulted in throughput challenges in the PACU
- ASPAN Position Statement 7 prompted staff and leadership to formulate plan to relieve extended unnecessary stays in the PACU

Proposed Solution:
- Plan to provide continued quality and cost effective care by relocating adult medical surgical patients to “temporary” location
- Reducing extended PACU stays allow the surgery schedule to not be delayed and reduces OR holds

Results:
- Satisfaction
  - Patients are provided with private environment with full family visitation
  - Improved Press Ganey results
  - Staff reports increased satisfaction with efficiency of PACU
    - “Everyone works well together”
    - “Overflow has helped us liberate more PACU beds quicker so we aren’t stuck in the hospital’s grid lock”
    - “Increased availability and use of med surg overflow area and staff”

Actions:
- Algorithm developed to identify appropriate patients

Med Surg Overflow Patients

Efficiency:
- Patient identified to move from Phase 1 PACU and plan is implemented
- Decreased operating room holds

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of ORs on Hold</th>
<th>Minutes of OR Hold Time</th>
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<td>May 2011</td>
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<td>June 2011</td>
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<tr>
<td>July 2011</td>
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