

CASE STUDY



73,000 Volume Department Transforms Processes and Increases Collaboration

THE CHALLENGE

We were tasked with improving efficiency of a 24-bed, level 1 trauma center facing operational challenges and extremely siloed care delivery. The department was being run by a different service line and was not well resourced.

THE SOLUTION

To improve efficiency, we implemented an Advanced Practice Provider-heavy coverage model with physician oversight. We also implemented a nurse navigator to improve patient flow and experience and increased interdepartmental collaboration.

THE RESULTS

Within nine months, these efforts resulted in:

LWBS DROPPED FROM
11.4% TO 1.2%

35% REDUCTION
IN LENGTH OF STAY

INCREASED PRESS
GANEY MEAN FROM
76% TO 90.1%