PSU PORH/CIHDS 1: Transitions of Patient Care: An Analysis of the Admissions Process through Emergency Depts at CAHs

Overview
The aim of this study is to determine and analyze the main types of admission processes used at Critical Access Hospitals (CAHs) along with performance on factors that may affect the smooth transition of patients from the ED into the hospital. Two CAHs directly participated: Brookville Hospital and Muncy Valley Hospital.

Objectives
- Create work flow diagrams for the admissions process from the ED at both Muncy Valley and Brookville hospital individually
- Identify the areas of improvement of both hospitals’ admission processes at the ED
- Relate the hospital’s HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) results to the current admission process used at each hospital

Approach
The team went on to visit each Hospital individually and during these visits the team:
- Shadowed the path that a patient would take as they enter the ED and get admitted into the Hospital while taking notes
- Consulted with nurses and gained data on what possible bottlenecks exist
- Consulted with nurses to brainstorm possible solutions to these problems and their opinions
- Created multiple process flow diagrams for information flow of patients and the patients flow itself for both hospitals
- Compared these workflow diagrams to see where the faults were similar or different at the hospitals and why
- Ultimately put together an inventory describing processes used to admit patients to the hospital from the ED at both these hospitals.

Outcomes
By completing this project, the final outcomes were:
- A detailed inventory of potential improvements that can be made in each hospital to speed up their admissions process from the ED to the hospital
- An opportunity to extend and apply the project by using technical tools such as Arena simulation