

# Pediatric Emergency Room, Holtz Children's Center UPC Jackson Health System Miami, Florida

## Problem

- ★ Patient visit times in the Pediatric ER were evaluated to be lengthy.
- ★ Lack of nursing autonomy and independent decision making
- ★ Lack of “standing orders”

## METHOD

- ★ Plan to expedite care
- ★ Developed guidelines for specimen collection (urinalysis and urine pregnancy test)
- ★ Collaborated with DON and physicians
- ★ Staff education on guidelines
- ★ Development of patient survey questionnaire
- ★ Evaluation of patient satisfaction
- ★ Throughput time analysis

## RELATIONSHIP BASED CARE

### Relationships Matter

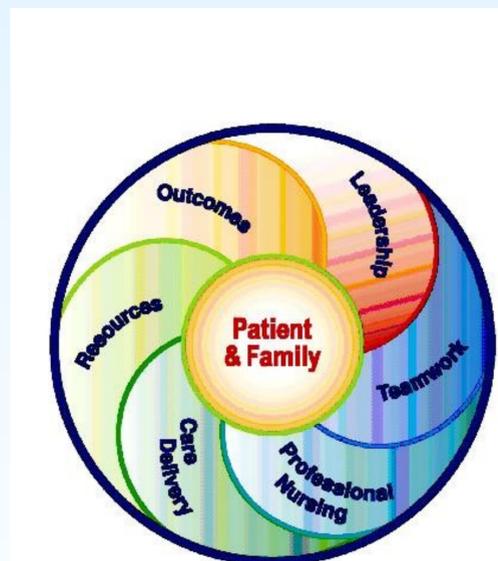
★ The relationship among patients, families, and members of the healthcare team is established at the heart of the caring team.

★ With participation of the entire health care team a plan was implemented to modify the status quo and move to a new level of patient satisfaction.



## OBJECTIVES

- ★ Increase nurse autonomy and decision making
- ★ Expedite patient care
- ★ The collection of urine specimens at triage prior to the patient being seen by an MD in the treatment area.



## LEADERSHIP



## RESULTS

- ★ **Without standing orders** at triage the average wait for labs to be sent after waiting to be seen by a physician in the treatment area based on **14 results** **Average wait 1 hour and 29 minutes**
- ★ **With standing orders** at triage the average wait for labs to be sent from triage after the patient is registered based on **16 results** **Average wait 18 minutes**

## Conclusion

- ★ Based on the surveys filled out by the patients, the patients who had their specimens collected at triage had an overall satisfaction rate of 95%.
- ★ The patients who waited until being seen by a physician before labs were ordered had an overall satisfaction rate of 87.5%.
- ★ The satisfaction rate using standing orders at triage was improved by 7.5% overall.
- ★ The average length of stay using standing orders was decreased by 1 hour 16 minutes.



## OUTCOMES

- ★ Greater nursing autonomy
- ★ Greater nursing involvement in decision making process regarding patient care
- ★ Decreased patient Length of Stay (LOS)
- ★ Increase patient satisfaction