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

**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.

**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.

**RESULTS**
- **With 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 16 results
  - Average wait 18 minutes

**CONCLUSION**
- 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

**LEADERSHIP**
- 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