

UTMB ER & Trauma Center



Planning & Preparation

- Weekly meetings
- All Staff training
- Dry run

"Massive training is required to instill the courage to break with tradition. Every activity and every job is a part of the process." Deming, W. Edwards (1986). *Out of the Crisis*. MIT Press

Facilities & Operations

EmCare

Nursing

Information systems

Bed information center

Clinical equipment

Pharmacy

Psychiatry

Pediatrics

Internal Medicine

Cardiology

Neurology

Radiology

Surgery

Obstetrics & Gynecology

Lab

Blood Bank

Respiratory therapy

Registration

Patient Services

Social Services

Transportation

Environmental services

Dietary

Epidemiology

G M E

Human Resources

Campus Police

Patient Concerns

- **Waiting times**
- **Atmosphere**
- **Attitudes**

Staff Concerns

- **IT resources**
- **Work space**
- **Admitted patients**

**Renewed appreciation for
the intrinsic rewards of our
work, and the critical role
of the ED for our Community
and our Educational
Mission.**

- **Clinical excellence**
- **Service excellence**
- **Educational excellence**

Wipe Out Waiting

W



- **Smile**
- **Remember a persons name is to that person the sweetest and most important sound in any language**
- **Don't criticize, condemn or complain**
 - Arouse in the other person an eager want
 - Give honest sincere appreciation
 - Become genuinely interested in other people
 - Be a good listener
 - Talk in terms of the other person's interests.
 - Make the other person feel important- and do it sincerely.
 - Be hearty in your approbation and lavish in your praise.



Dale Carnegie

1888-1955

Founder

Biography

Dale Carnegie was born in 1888 in Missouri, USA and was educated at Warrensburg State Teachers College. As a salesman and aspiring actor, he traveled to New York and began teaching communications classes to adults at the YMCA. In 1912, the world-famous Dale Carnegie Course® was born.

Improving Patient Satisfaction

- **A**cknowledge the patient by name. Make eye contact.
- **I**ntroduce yourself, your professional certification,
- **D**uration Give a time expectation
- **E**xplanation step by step what will happen, answer questions,
- **T**hank the patient for choosing UTMB, and for their communication and cooperation. Thank the family.

The UTMB Emergency Department

Our promise to you. We are committed to providing you excellent & efficient care. Our success is based upon dedicated physicians, nurses, health care technicians, social workers, and other members of the health care team all working to provide you the best care possible.

Patient Name-----

Your Doctor is_____ M.D.

Your Nurse is _____ R.N.

Your Nurses aid is _____ C.N.A.

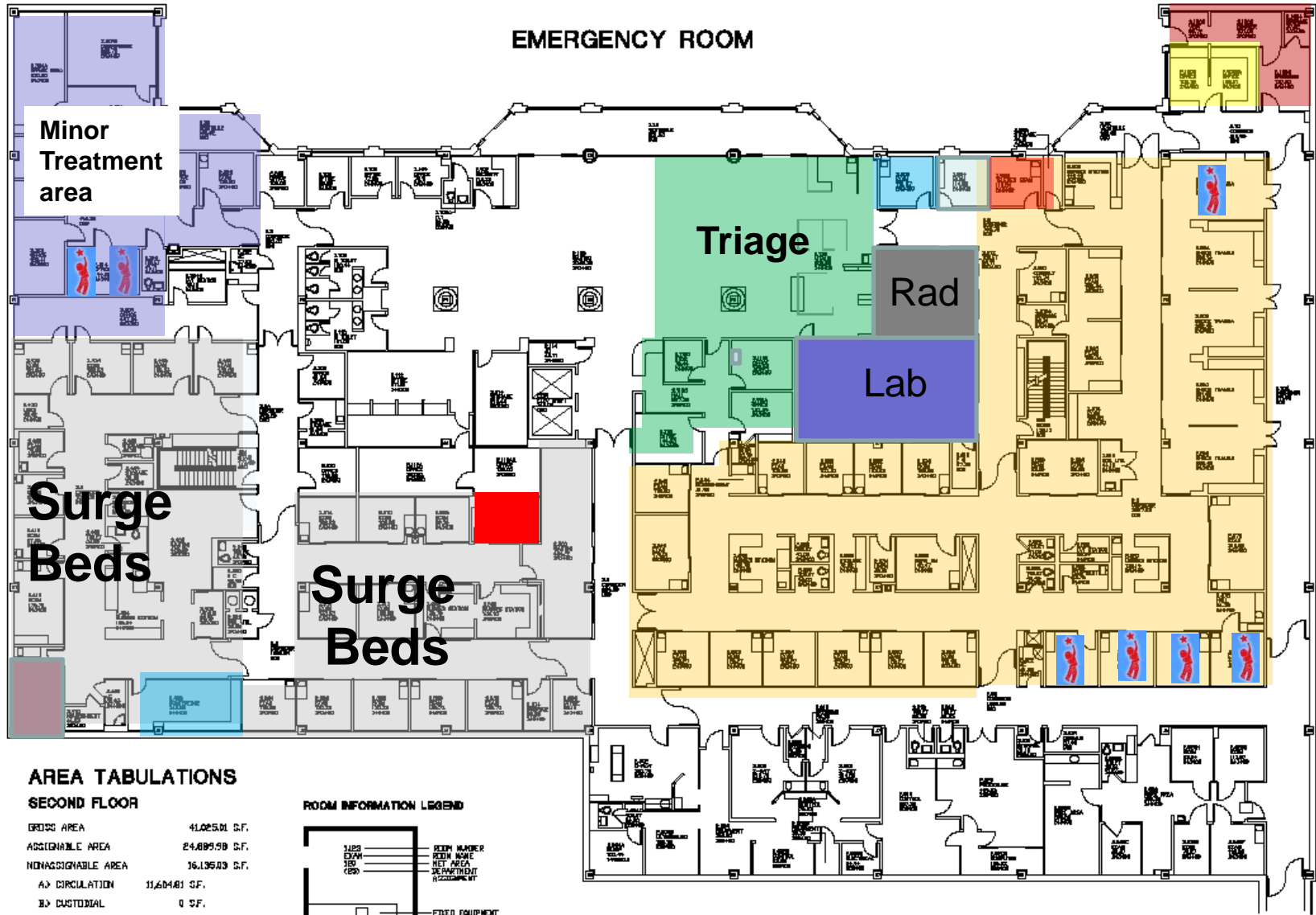
The Patient Advocate is_____

You arrived in our ER at_____. We will do our best to complete your care by_____.

If your condition requires diagnostic studies or admission to the hospital we will keep you informed.

53 Patient rooms

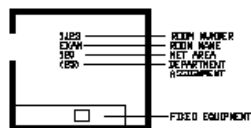
72,634 square feet



AREA TABULATIONS SECOND FLOOR

GROSS AREA	41,025.01 S.F.
ASSIGNABLE AREA	24,889.98 S.F.
NONASSIGNABLE AREA	16,135.03 S.F.
A) CIRCULATION	11,604.81 S.F.
B) CUSTODIAL	0 S.F.
C) MECHANICAL	479.58 S.F.
D) STRUCTURAL	4,020.64 S.F.

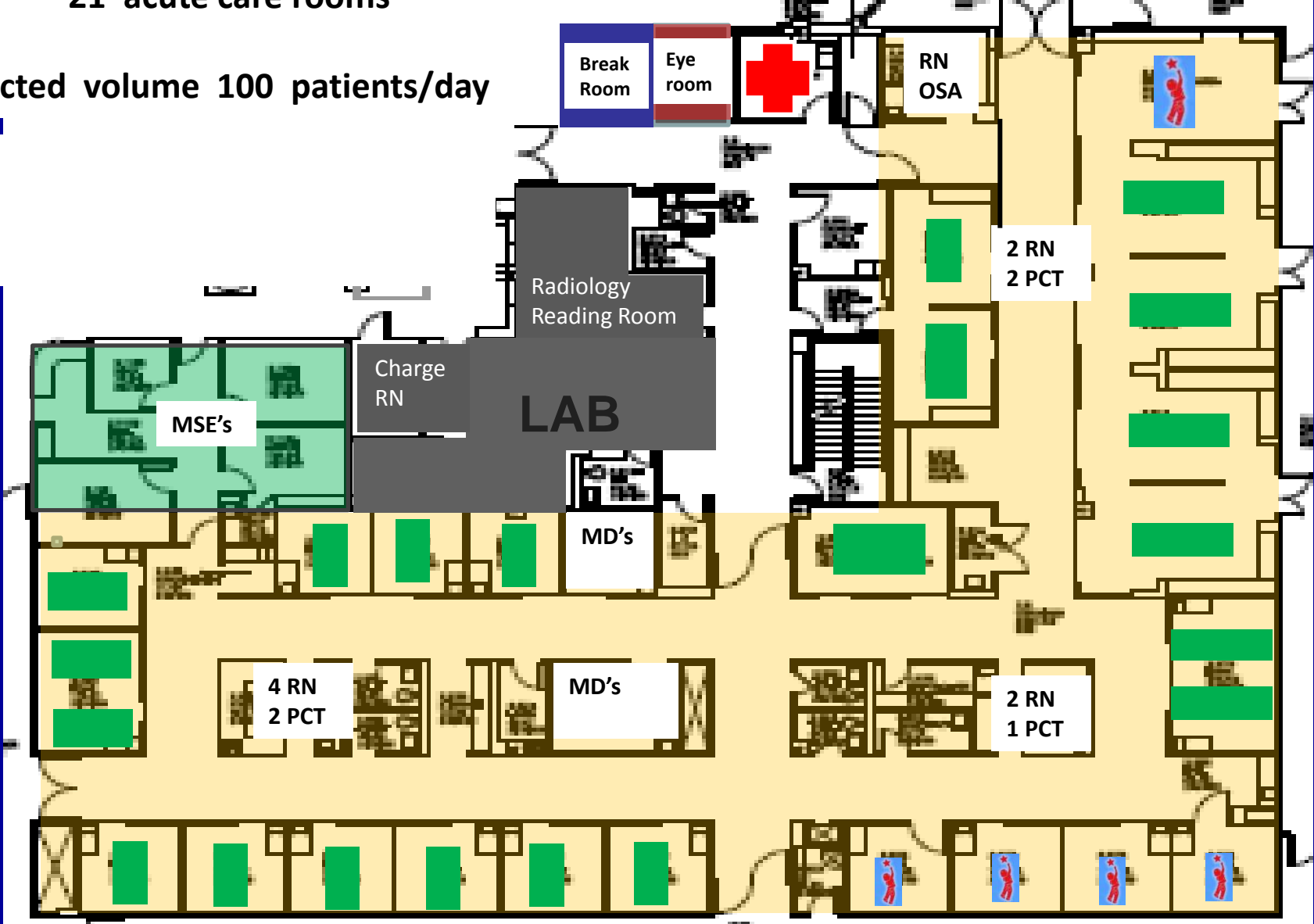
ROOM INFORMATION LEGEND



64
2

ED Acute Care Area (26 rooms)
5 shock / trauma resuscitation bays
21 acute care rooms

Projected volume 100 patients/day



Partnership with EmCare

- **Physician Coverage**
- **Operations consultation**

Quality of Clinical Care

Daily Summary Reports

Daily review of patients LWBS

Weekly review of core measures

STEMI

Pneumonia

Stroke

Deaths

Intubations

returns < 72 hours

radiology over-reads

AMA

Service Quality

- **Discharge follow up calls**
- **Patient services in ED 24 hours a day**
- **Weekly meeting to review all patient complaints**
- **Review of all returned Press Ganey Surveys (scores < 4 individually reviewed)**

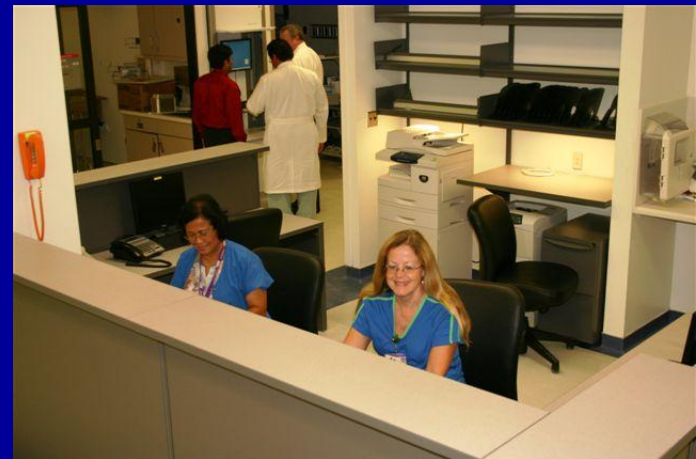
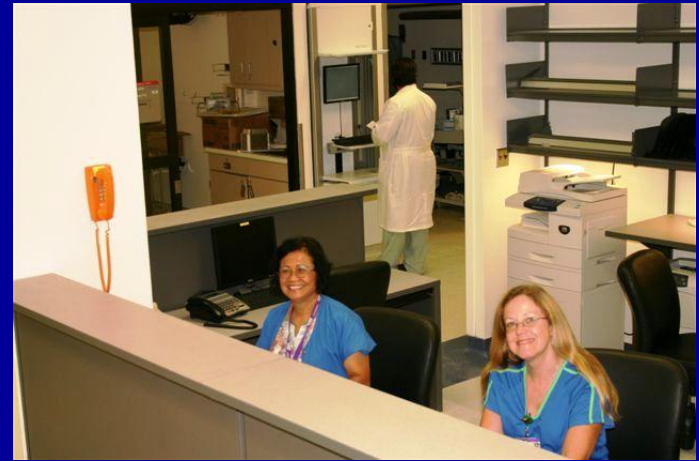
Triage

contingency for Rapid Medical Evaluation of pts waiting for rooms

Wipe **O**ut **W**aiting



EMR and adequate Information resources



Minor Emergency Treatment Area (META)

16 hours per day

acuity 4 & 5 patients

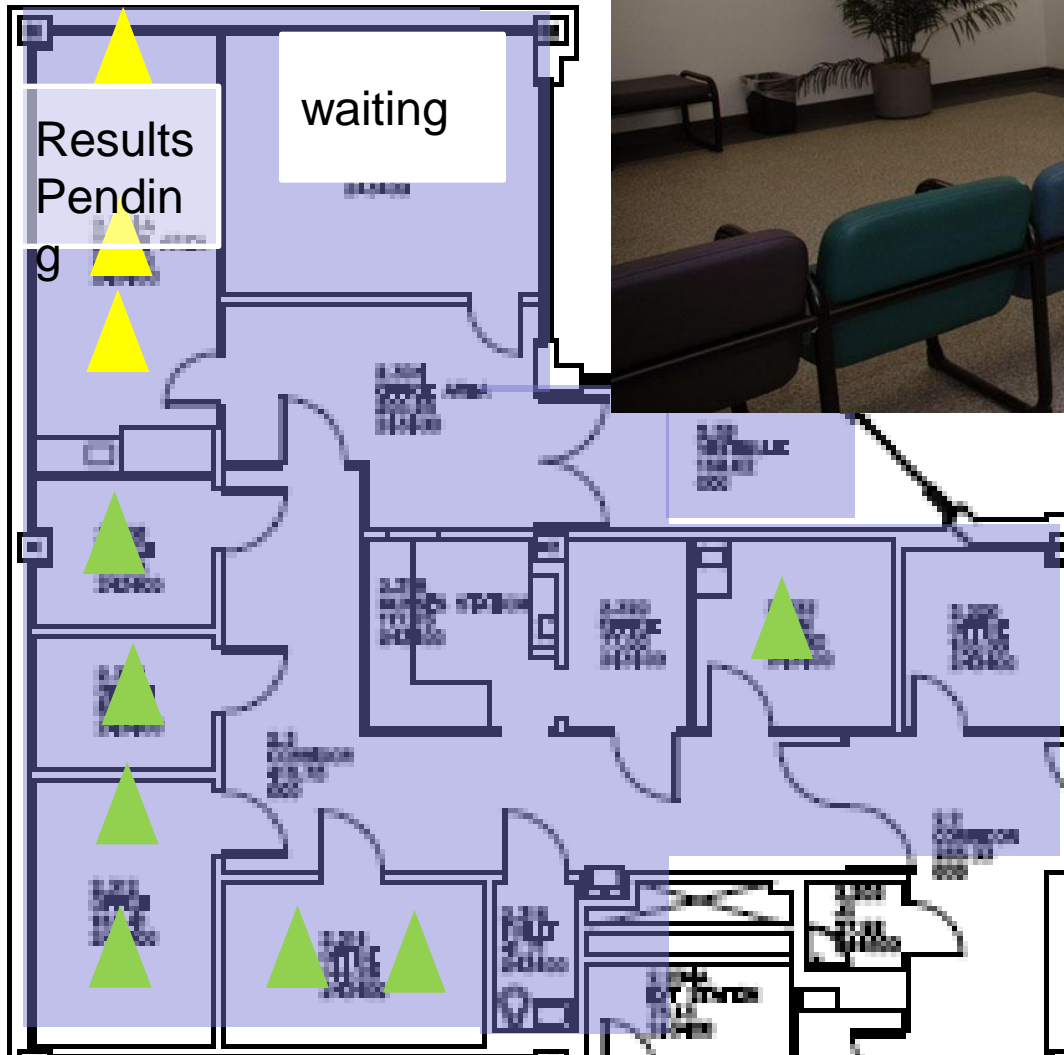
Medical Screening Exams

patients age 18-64

acuity 4 & 5

Minor Emergency Area

16 hours per day

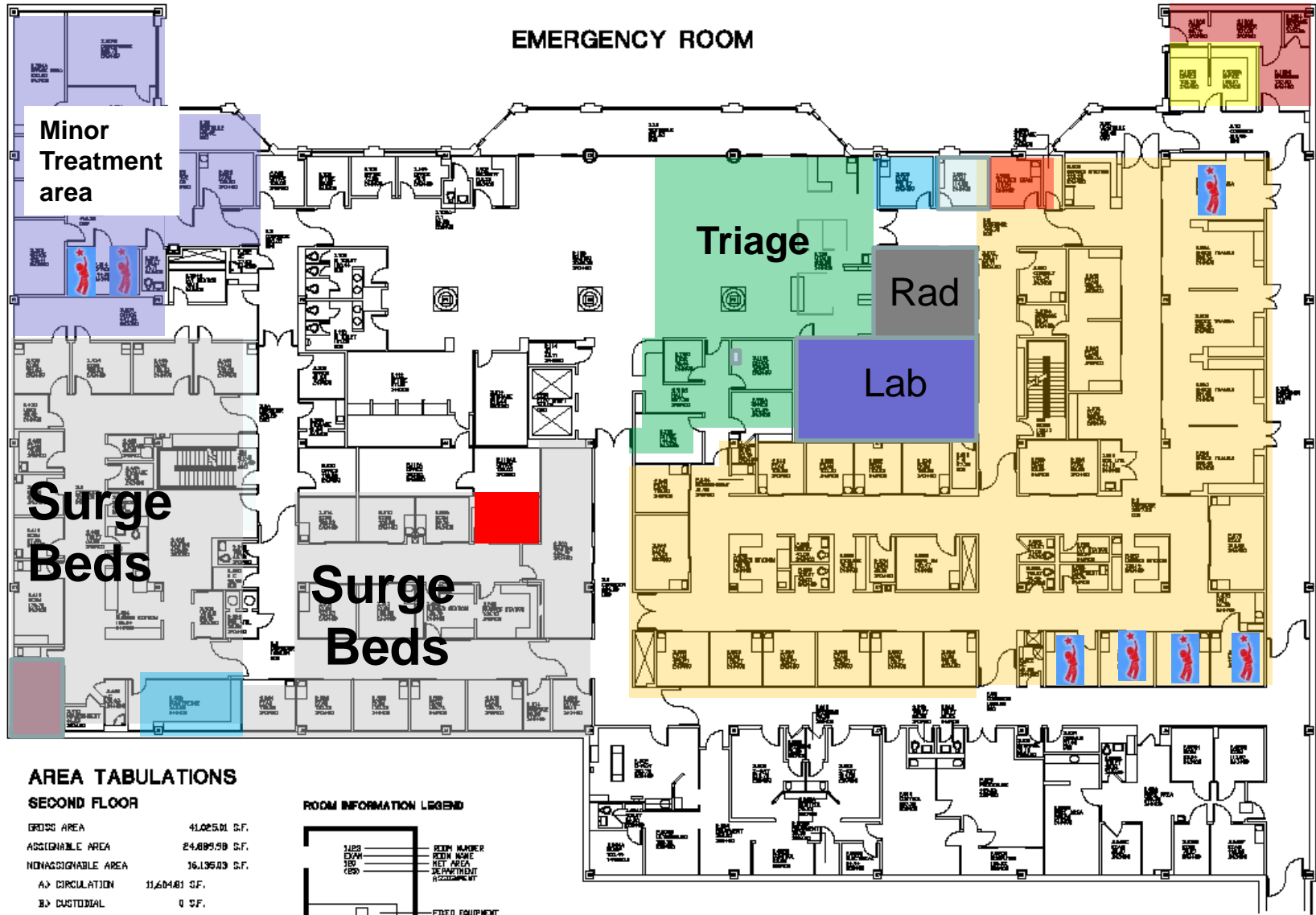


Surge Area

- **16 -19 Med/Surg beds**
- **1:4 RN / patient ratio**
- **Medical care by inpatient services with support from ED Midlevels.**

53 Patient rooms

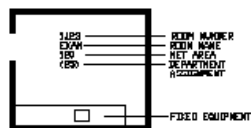
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ROOM INFORMATION LEGEND



64
2

<u>Fiscal year</u>	<u>07/08</u>	<u>09/10</u>
# of Pt's	58,000	36,327
# Admissions	13,920	8,820
Time to room	74 min	9 min
LOS for dc'd Pt's	4:26	3:08
LOS for admit Pt's	9:39	16:23
# LWBS	3,016 (5 %)	169 (.46%)
Press Ganey	11 th %	> 80 th %

Core Measures

STEMI

ECG < 10 minutes 99%

Door to balloon < 90 minutes 97%

Pneumonia

ABX < 6 hrs 98%

STROKE

CT < 20 minutes 90%

Thrombolytics < 60 minutes 89%

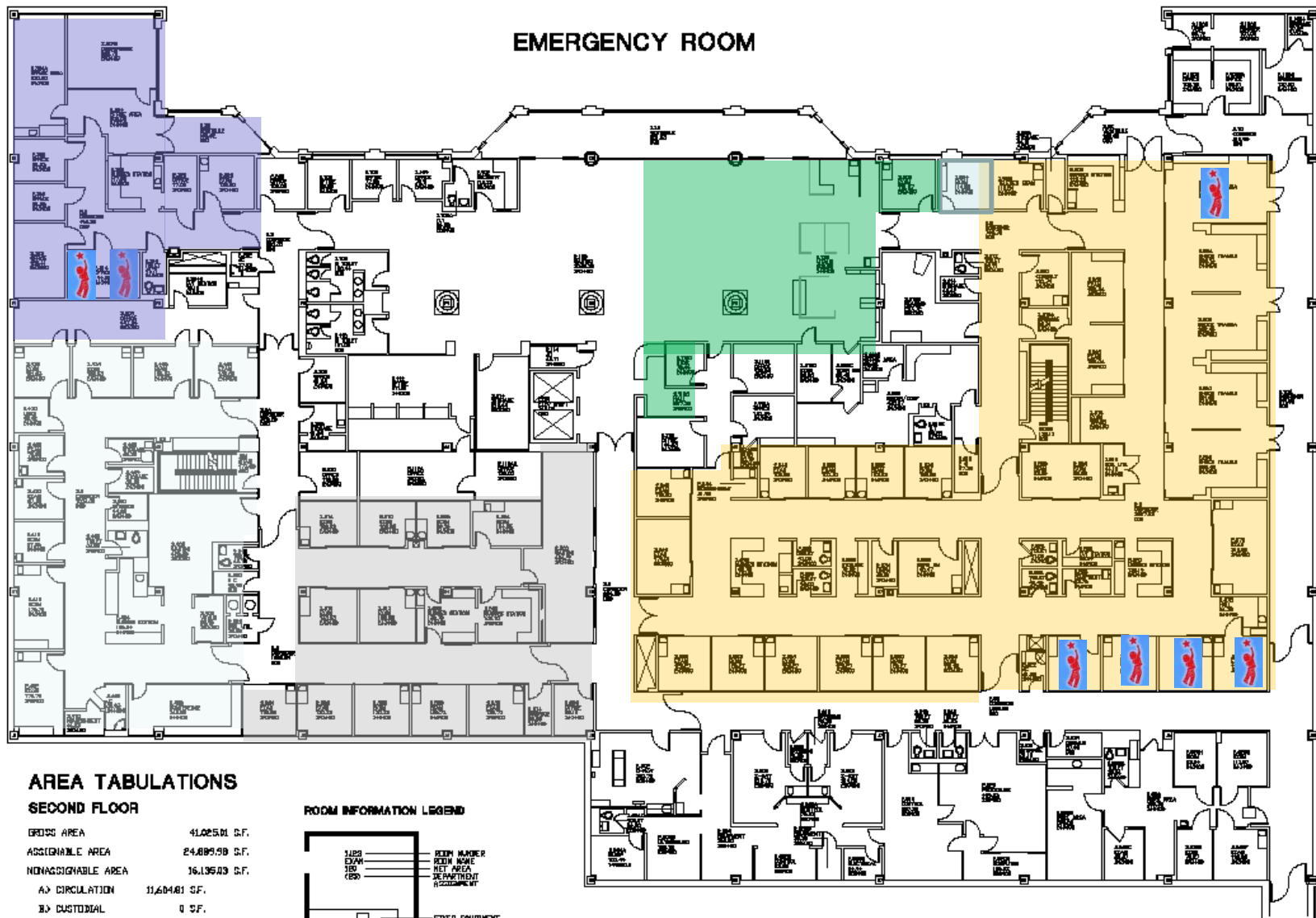
* < 60% in 07/08

Thank You



Medical Screening Exam

# Total ED pts	36,327
# pts with MSE	5,764 (15.6%)
# possible EMC	864 (15.0%)
# left after MSE	3,031 (52.6%)
# no EMC paid	1,869 (32.4%)

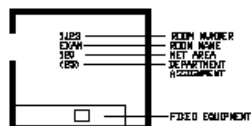


EMERGENCY ROOM

**AREA TABULATIONS
SECOND FLOOR**

BRICK AREA	41,025.01 S.F.
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ROOM INFORMATION LEGEND



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