



# Integrating Ambulatory and Inpatient Care in an Emergency Center Setting

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MD Anderson  
Cancer Center

Making Cancer History®

# Points for Discussion

- 1. Admissions pod**
- 2. Outpatient changes to reduce overcrowding and treatment delays**

# History

- **Misconception about the EC role**
- **Construction and inpatient bed closures**

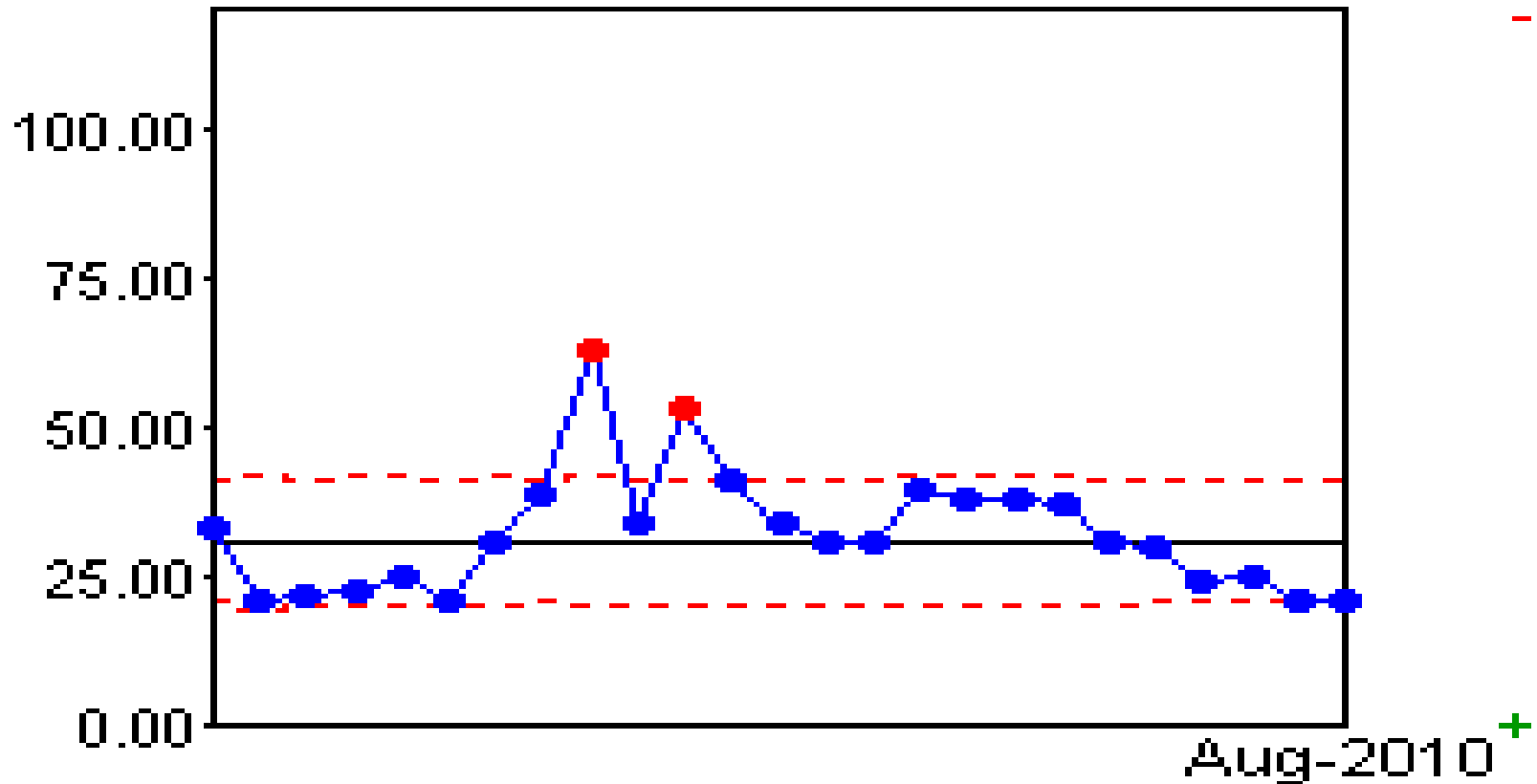
# Two Key Problems Arose

- **Overcrowding**
- **Treatment Delays**

# Impact of Bed Closures on the EC

- **Clinics sending pts to EC for admission**
- **Increased EC visits**
- **Delays in transferring admitted pts to inpatient floors**
- **Treatment delays due to increased EC volume**
- **Increased LBT's**
- **Decreased patient satisfaction**

# EC Median Lobby to Treatment Time ( Median = 21 Minutes)



# Creation of an Admissions Pod

- **Transitional Emergency Care Unit**
- **10 beds**
- **Opened and closed based on defined criteria**
- **Later became a “swing pod”**

# Staffing the TECU

- **Medical oversight by the admitting service**
- **Nursing care by the Division of Nursing-Nurse Resource Pool**



# TECU Admission Criteria

- **18 yrs or older**
- **“Stable” telemetry patients**
- **Not requiring a negative pressure room**
- **If needing chemotherapy MUST have received the same therapy previously**

# Resource Modifications

- **Supply room**
- **Computer access and configuration**
- **Daily inpatient billing initiated**
- **Use of inpatient MAR**
- **Medication delivery**

# What changed?

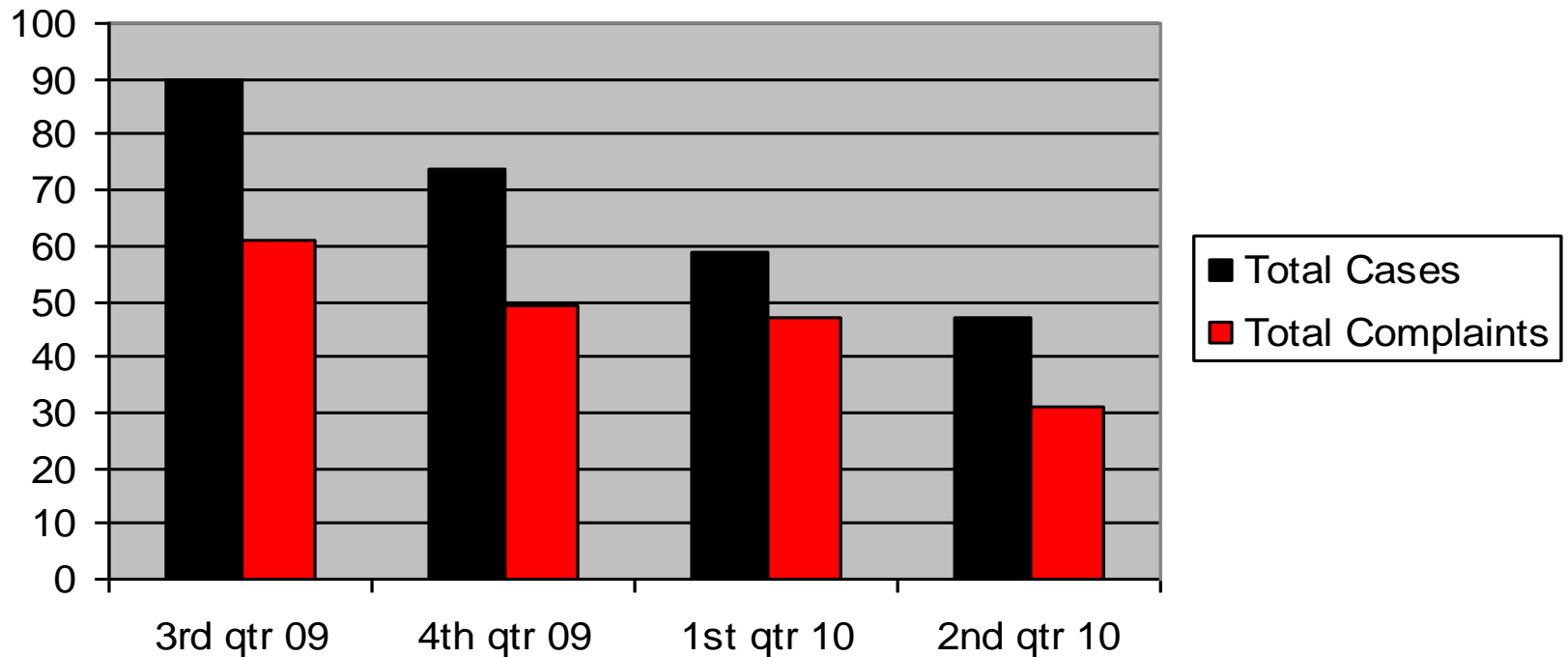
- **Inpatient admissions orders written and initiated**
- **Nursing handoffs improved**
- **Consults were initiated**
- **Multidisciplinary teams began rounding on EC patients**

# What Changed?

- **Appropriate nursing staff allocation**
- **Improved utilization of ICU beds**
- **Increased patient satisfaction**
- **The Division of Nursing assumed responsibility for Clinical Operations**

# Advocacy Data

## Issues Addressed by Patient Advocacy



# More Recent Changes in the EC

- **TECU closed-opened 45 inpatient beds**
- **Wait time for an inpatient bed decreased**
- **Few overnight boarders due to hospital capacity issues**
- **EC Nursing documentation was revised**
- **Inpatient orders are initiated in the EC**

# Changes Made in Outpatient Centers

- **Centers focused effort to decrease EC visits**
- **Specialty clinics developed and utilized**
- **Outpatient infusions increased**

# Leukemia Service Changes

- **Modified clinic hours**
- **Created two new specialty clinics**
- **Improved patient management**



# Leukemia Center Changes

## Admissions Clinic

- Admission orders are written
- Labs are drawn
- IV fluids and antibiotics are initiated
- A handoff report is called to the EC
- Patient is transferred to EC by 15:00

# Summary

- **Seek help from others**
- **“If you think you can, you can. And if you think you can't, you're right.”**

Mary Kay Ash