UTMB ER & Trauma Center

TRAUMA SERVICE AREA R

LEGEND

[Map of trauma service area with various symbols and labels]

[Images of UTMB Emergency Room and Trauma Center building]
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."

<table>
<thead>
<tr>
<th>Facilities &amp; Operations</th>
<th>Obstetrics &amp; Gynecology</th>
</tr>
</thead>
<tbody>
<tr>
<td>EmCare</td>
<td>Lab</td>
</tr>
<tr>
<td>Nursing</td>
<td>Blood Bank</td>
</tr>
<tr>
<td>Information systems</td>
<td>Respiratory therapy</td>
</tr>
<tr>
<td>Bed information center</td>
<td>Registration</td>
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<tr>
<td>Clinical equipment</td>
<td>Patient Services</td>
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<tr>
<td>Pharmacy</td>
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<td>Internal Medicine</td>
<td>Dietary</td>
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<tr>
<td>Cardiology</td>
<td>Epidemiology</td>
</tr>
<tr>
<td>Neurology</td>
<td>G M E</td>
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<tr>
<td>Radiology</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Surgery</td>
<td>Campus Police</td>
</tr>
</tbody>
</table>
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
• Smile
• Remember a person's 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

- **Acknowledge** the patient by name. Make eye contact.
- **Introduce** yourself, your professional certification,
- **Duration** Give a time expectation
- **Explanation** step by step what will happen, answer questions,
- **Thank** 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
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 Out Waiting
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.
<table>
<thead>
<tr>
<th>Fiscal year</th>
<th>07/08</th>
<th>09/10</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Pt’s</td>
<td>58,000</td>
<td>36,327</td>
</tr>
<tr>
<td># Admissions</td>
<td>13,920</td>
<td>8,820</td>
</tr>
<tr>
<td>Time to room</td>
<td>74 min</td>
<td>9 min</td>
</tr>
<tr>
<td>LOS for dc’d Pt’s</td>
<td>4:26</td>
<td>3:08</td>
</tr>
<tr>
<td>LOS for admit Pt’s</td>
<td>9:39</td>
<td>16:23</td>
</tr>
<tr>
<td># LWBS</td>
<td>3,016 (5 %)</td>
<td>169 (.46%)</td>
</tr>
<tr>
<td>Press Ganey</td>
<td>11th %</td>
<td>&gt; 80th %</td>
</tr>
</tbody>
</table>
Core Measures

STEMI

ECG < 10 minutes 99%
Door to ballon < 90 minutes 97%

Pneumonia

ABX < 6 hrs 98%

STROKE

CT < 20 minutes 90%
Thrombolytics < 60 minutes 89%

* < 60% in 07/08
Thank You
<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td># Total ED pts</td>
<td>36,327</td>
</tr>
<tr>
<td># pts with MSE</td>
<td>5,764 (15.6%)</td>
</tr>
<tr>
<td># possible EMC</td>
<td>864 (15.0%)</td>
</tr>
<tr>
<td># left after MSE</td>
<td>3,031 (52.6%)</td>
</tr>
<tr>
<td># no EMC paid</td>
<td>1,869 (32.4%)</td>
</tr>
<tr>
<td>Date</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------</td>
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<tr>
<td>Jun 8-12</td>
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<td>Jun 15-19</td>
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<td>Jun 22-26</td>
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<tr>
<td>Jun 29-Jul 3</td>
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<tr>
<td>Jul 6-10</td>
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<td>Jul 13-17</td>
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<tr>
<td>Jul 20-24</td>
<td></td>
</tr>
<tr>
<td>Jul 27-31</td>
<td></td>
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</tbody>
</table>

### Responsibilities

- **Foam**
- **Floor plan**
- **Painting**
- **Furniture**
- **Electrical**
- **Flooring**
- **Bathrooms**
- **General maintenance**
- **Heat & air**
- **Dispatch**
- **EMCARE contract**
- **Billing interface**
- **MD recruiting**
- **19 PT confirmed**
- **Credentialing**
- **Deadline 24th**
- **Finalize metrics**
- **Nursing RN's**
- **61 of 69 PCT's**
- **22 of 31 NP's**
- **7 of 7 Huc's**
- **3 of 10 EPIC templates**
- **Order sets**
- **BIC Info services**
- **Phones**
- **Work stations**
- **PACS**
- **Clin equip**
- **Telemetry**
- **TV**
- **Stretchers**
- **Transportation**
- **Laundry**
- **Runners**
- **Wheelchairs**
- **Pharmacy**
- **Psychiatry**
- **EAD's**
- **GPD**
- **GEMS transfer agreements**
- **Pediatrics**
- **PICU transfer agreements**
- **NA Lab personnel**
- **Equipment**
- **Access Center**
- **Materials Mgt**
- **Radiology**
- **CT techs**
- **Radiography techs**
- **Registration**
- **Billing**
- **Patient services**
- **Language advocates**
- **Social services**
- **Environmental svc**
- **Dietary**
- **Respiratory**
- **Epidemiology**
- **Residents**
- **Internal Medicine**
- **ENT**
- **Ortho**
- **Admit policies**
- **Training**
- **Clinical skills**
- **Mock codes**
- **Customers service**
- **Full dry runs**

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**Note:** Full dry runs are from 36 to 40 patients.