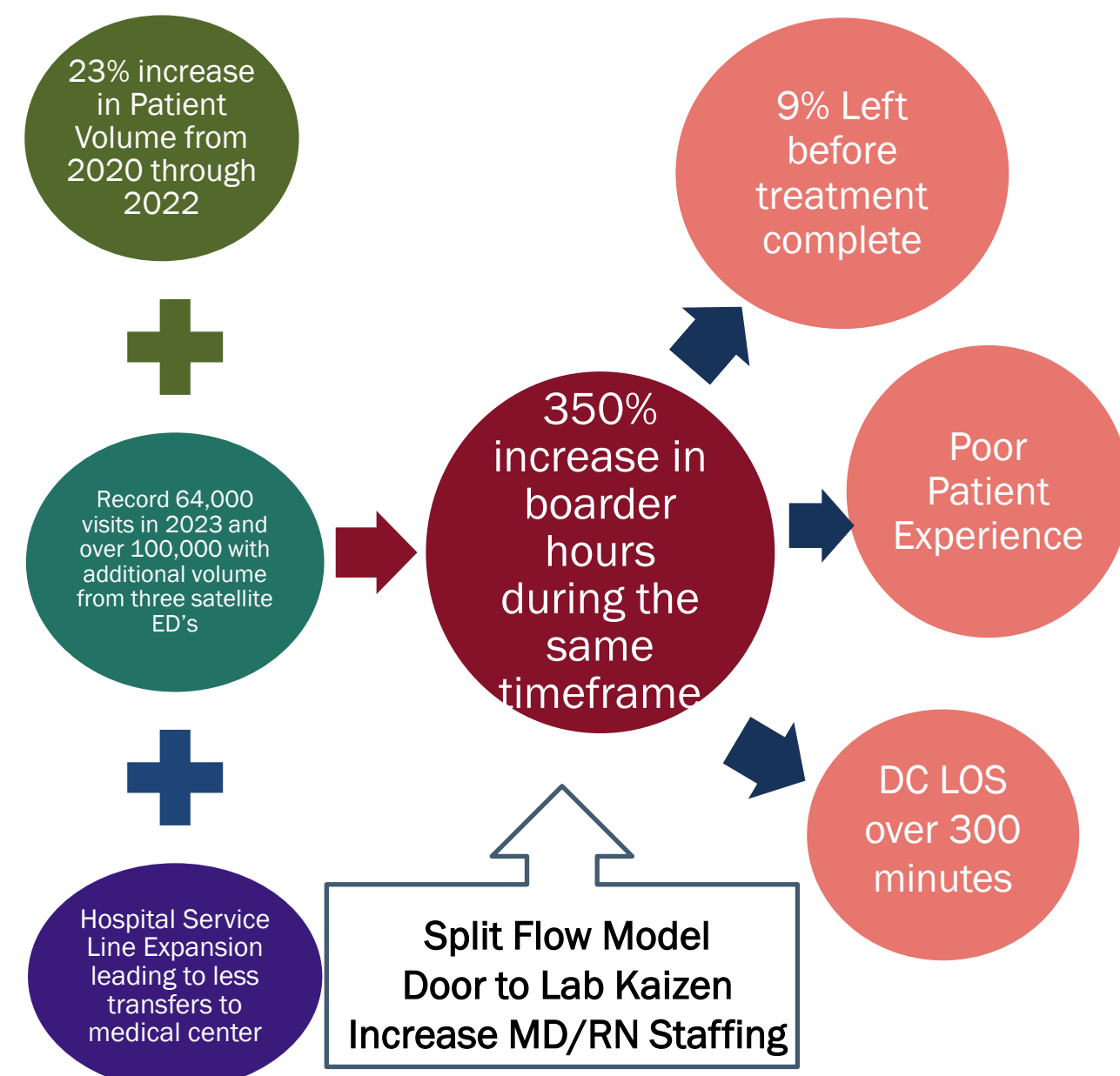


# Houston Methodist Willowbrook Comprehensive Throughput Redesign: Reimagining Emergency Medicine

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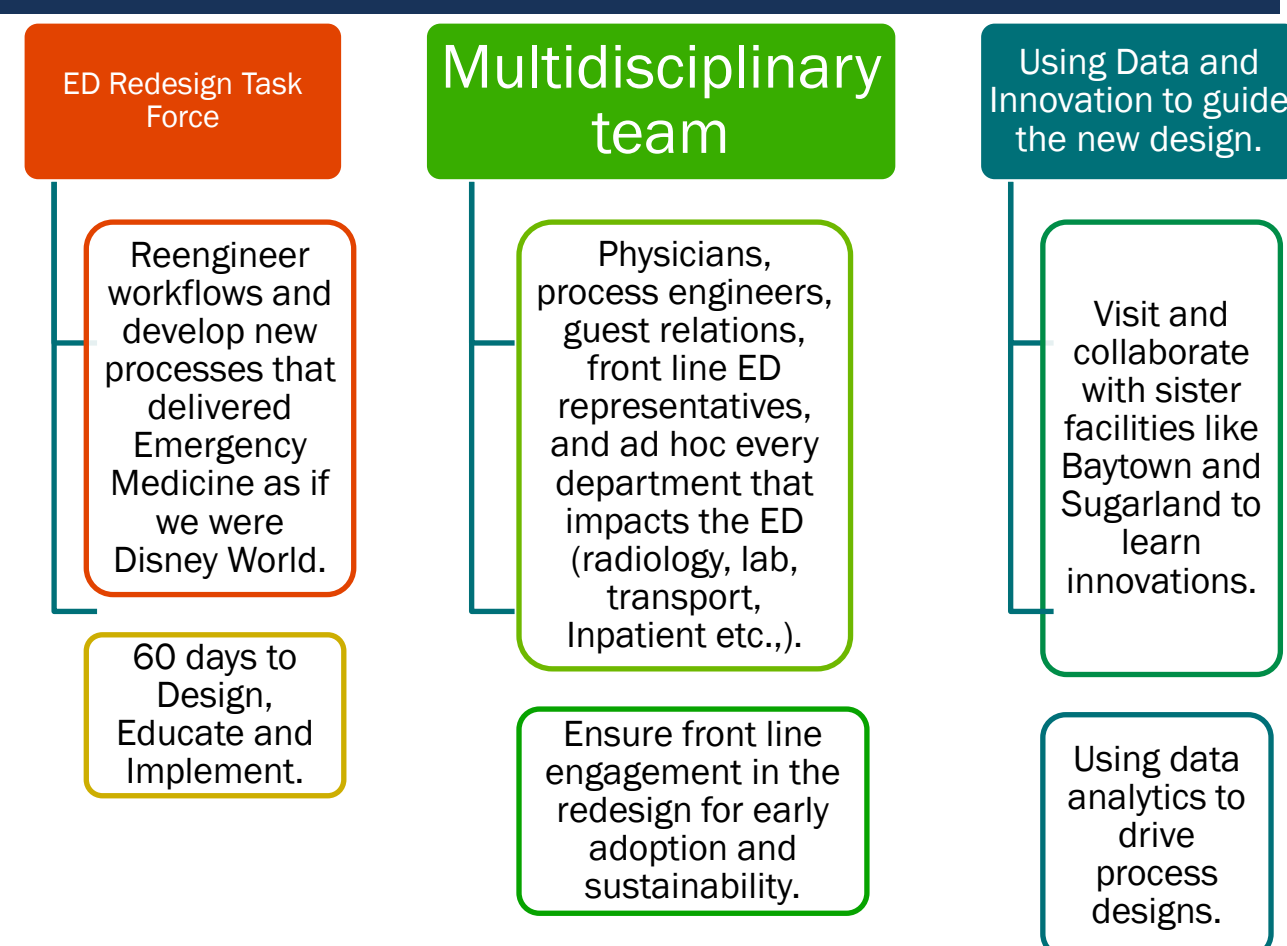
## Background/Introduction



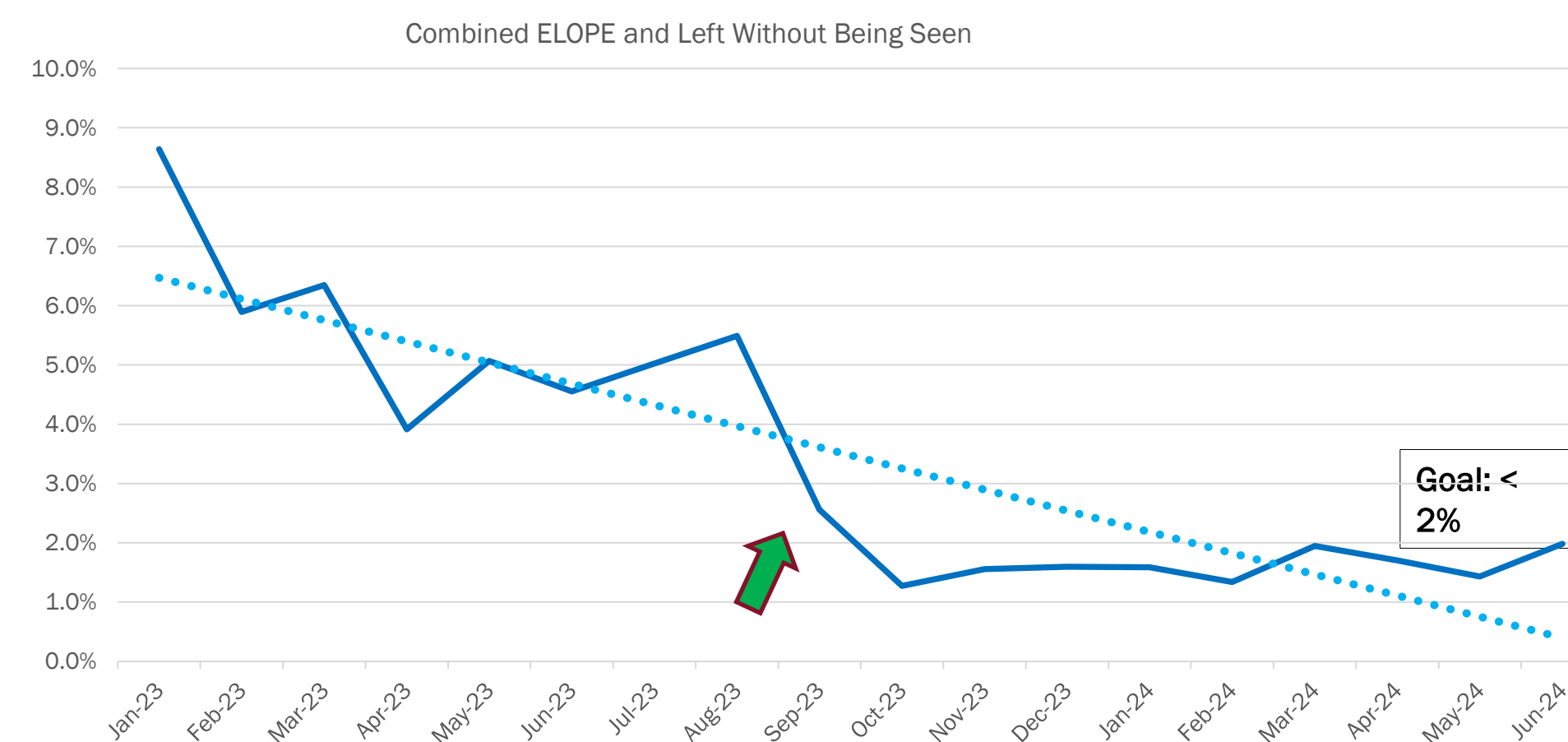
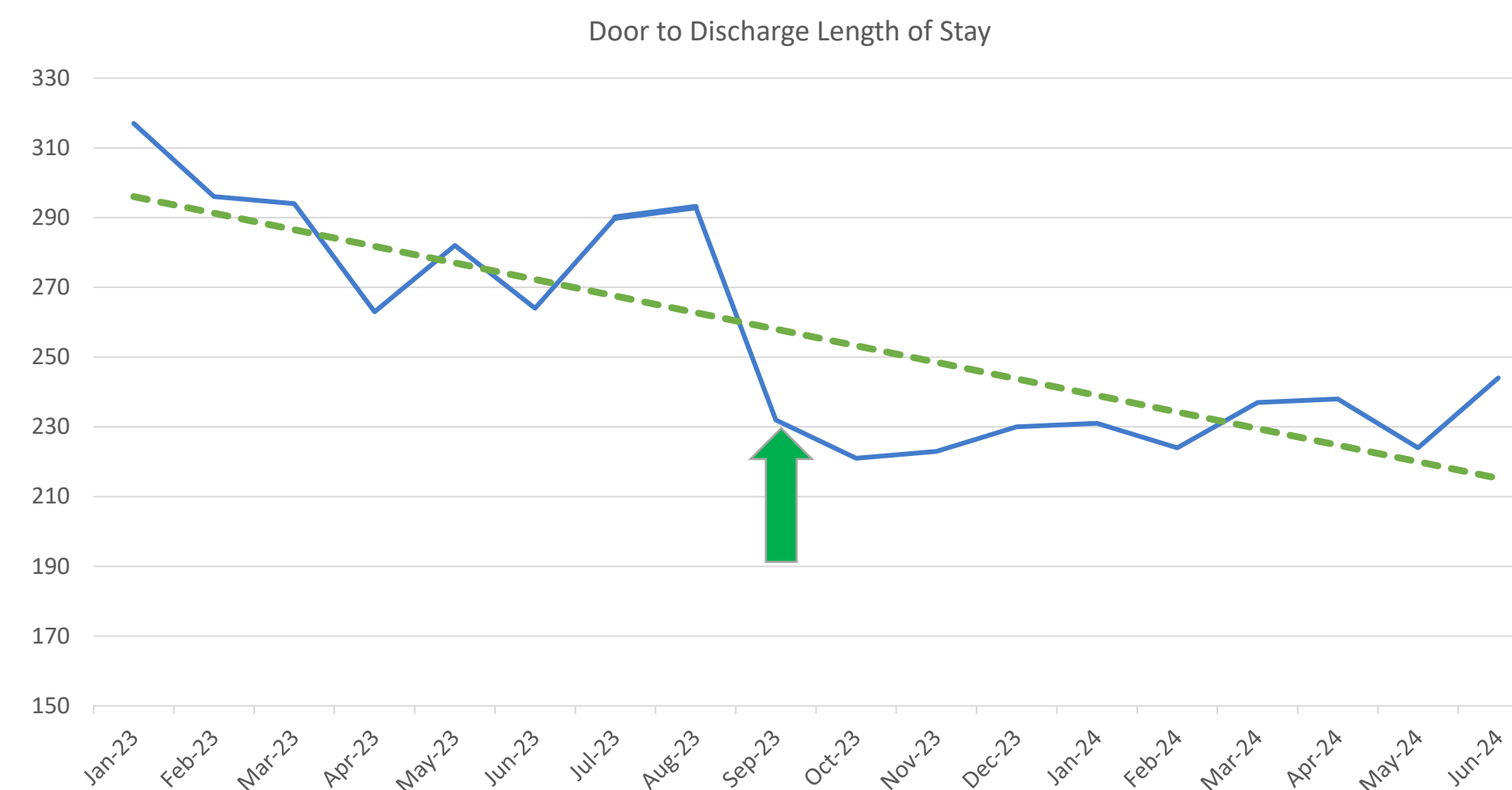
## Learning Objectives & Purpose

- Identify innovative methods employed to decrease ED overcrowding and boarding.
- Describe a framework for an ED care model based on data analytics.
- The purpose of the project was to innovate a new emergency medicine care model that would decrease the length of stay for an ED patient, therefore decreasing combined LWBS and elope percentages below the 2% benchmark despite record patient volumes and boarder hours.

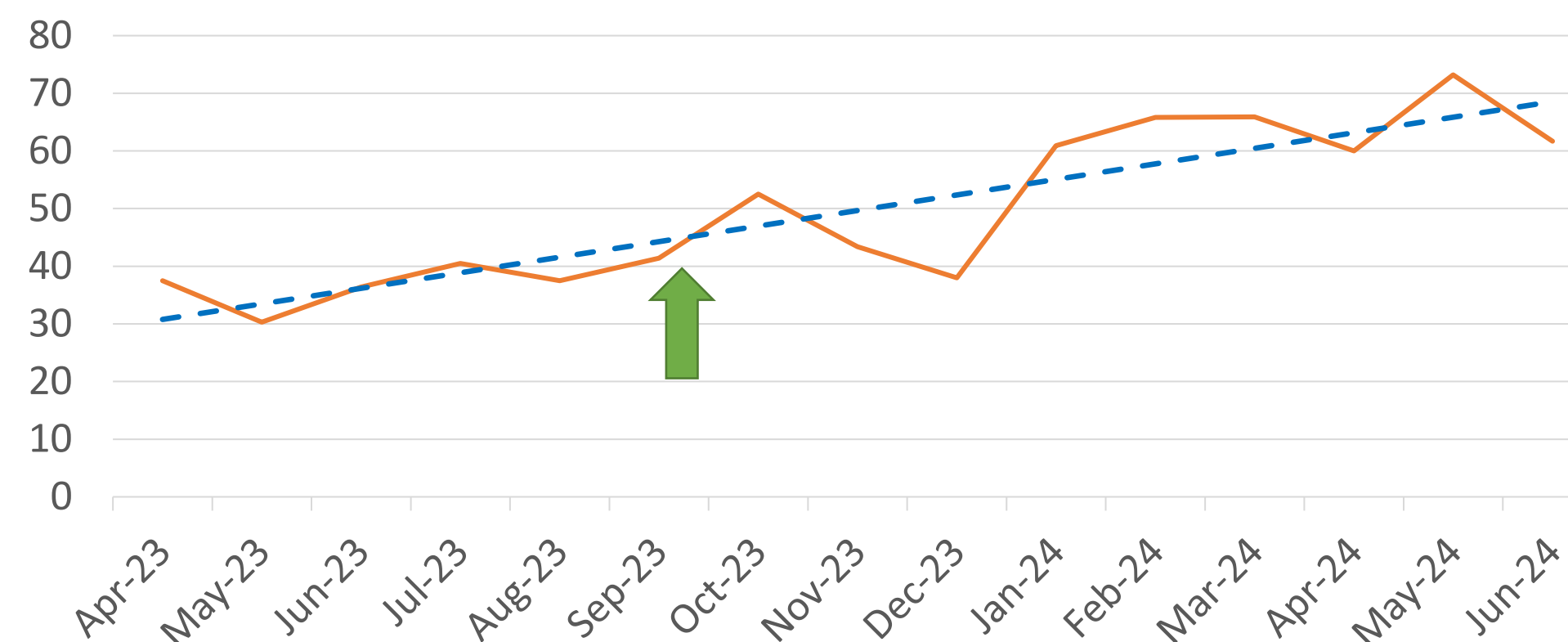
## Methods



## Result



## HMWB ED Patient Satisfaction



## Results/Implications

- On the first day of implementation, there was a reduction in the length of stay (LOS) by 55 minutes. This occurred despite a boarder volume of 67 patients. ED LOS has decreased by an average of 70 minutes. Prior to 2.0 the average LOS for discharge patients was 293 minutes, post 2.0 the average LOS is 223 minutes.
- ED 2.0 has enabled HMWB ED to realign with the mission of providing unparalleled care by reducing LWBS from 2% to 0.3% and reducing ELOPE from 6% to less than 1%. Additionally, ED 2.0 has improved ED throughput via a reduction in median order to lab collection from 55 minutes to less than 15 minutes.
- Patient experience has increased from 37.5% in August 2023 to 70% in June 2024

## Future Actions

- ED 2.0 has placed the patient at the center for all aspects of emergency care.
- Listening and acting upon feedback from the front-line employees has improved staff engagement, morale, and satisfaction.
- The team is continuing to optimize processes and the esthetics of the department to ensure we are delivering the best care to our patients.
- Construction will begin this fall to optimize these new care areas to further improve patient experience and enhance workflow.

## Thank you

- Emergency Department Team for ebbing and flowing in this project and always putting the patient at the center
- Nicole Twine CNO, for her unwavering support of the project

## Contacts

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