

From Teamwork To Results... The Nyack ED Success Story



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The Nyack ED Transformation

- ✍ Improved Patient Satisfaction*
- ✍ Increased volume of patients*
- ✍ Decreased Length of Stay*
- ✍ Decreased Patient “Walk Outs”*
- ✍ Improved Staff Morale*
- ✍ Successfully Implemented a 30 minute Service Standard*



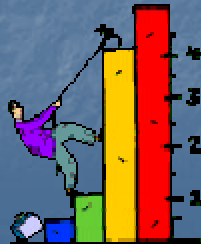
Emergency Department

- ✍ ***Level II Trauma Center***
- ✍ ***NYS Designated Stroke Center***
- ✍ ***Chest Pain Center***
- ✍ ***40K Visits Annually***
- ✍ ***36 Beds***
- ✍ ***Pediatric ED***
- ✍ ***Express Care***
- ✍ ***Main ED***



The Challenge...Nyack ED Needed an Emergent Transformation

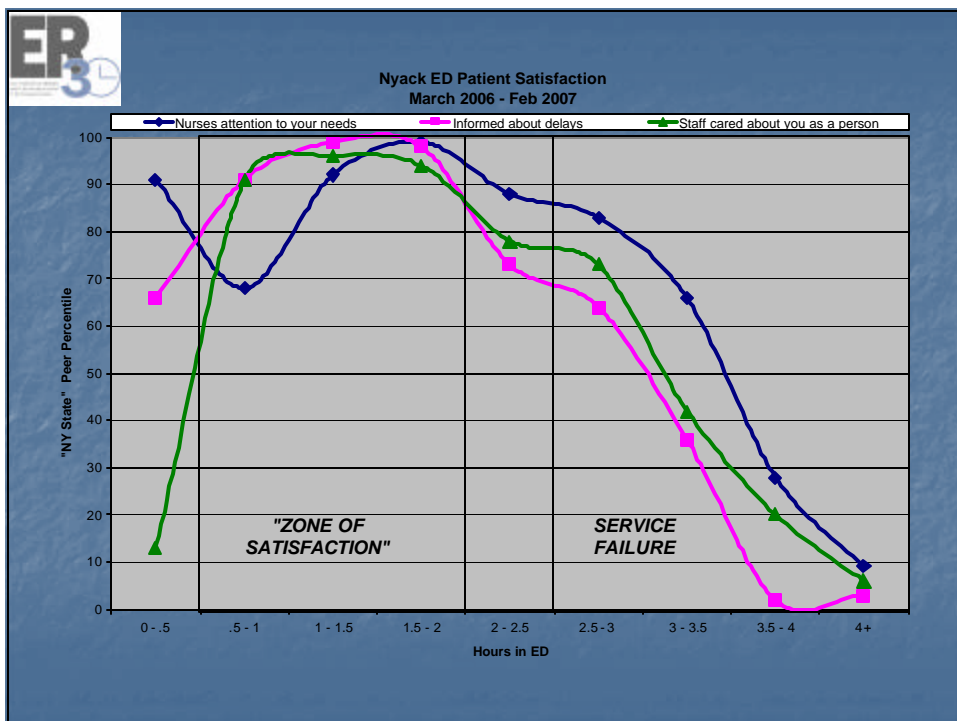
- ✍ ***Reduce turnaround times and delays***
 - ✍ ***LWBS >3%***
 - ✍ ***Average LOS > 8hours***
- ✍ ***Improve patient satisfaction***
 - ✍ ***17th Percentile***
- ✍ ***Ensure quality care and patient safety***
 - ✍ ***EKG >35 minutes***
- ✍ ***Low staff morale***
- ✍ ***Increase volume***





LENGTH OF STAY

*There is a direct correlation
between length of stay and patient
satisfaction!*





"Team Work"?





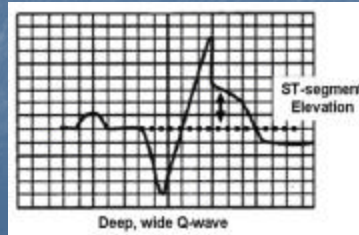
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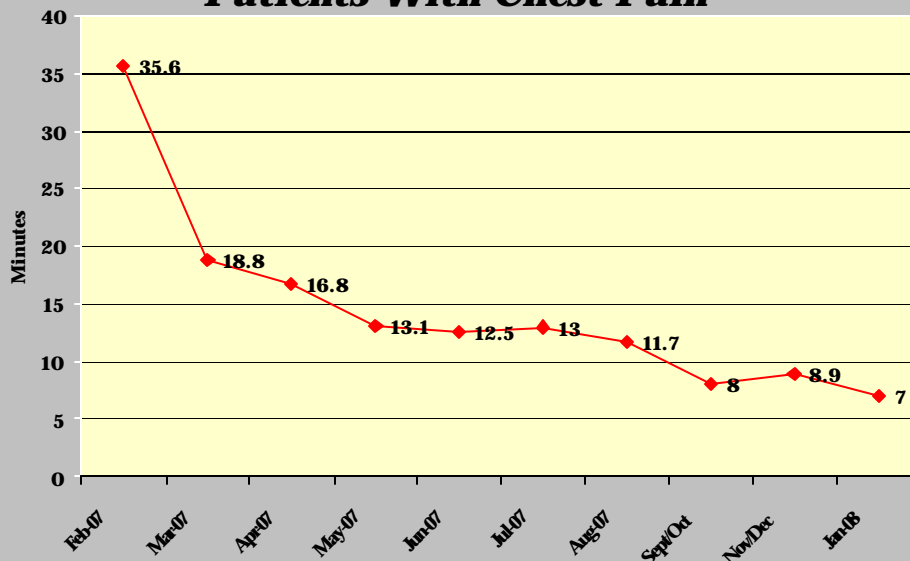
Quality Care...

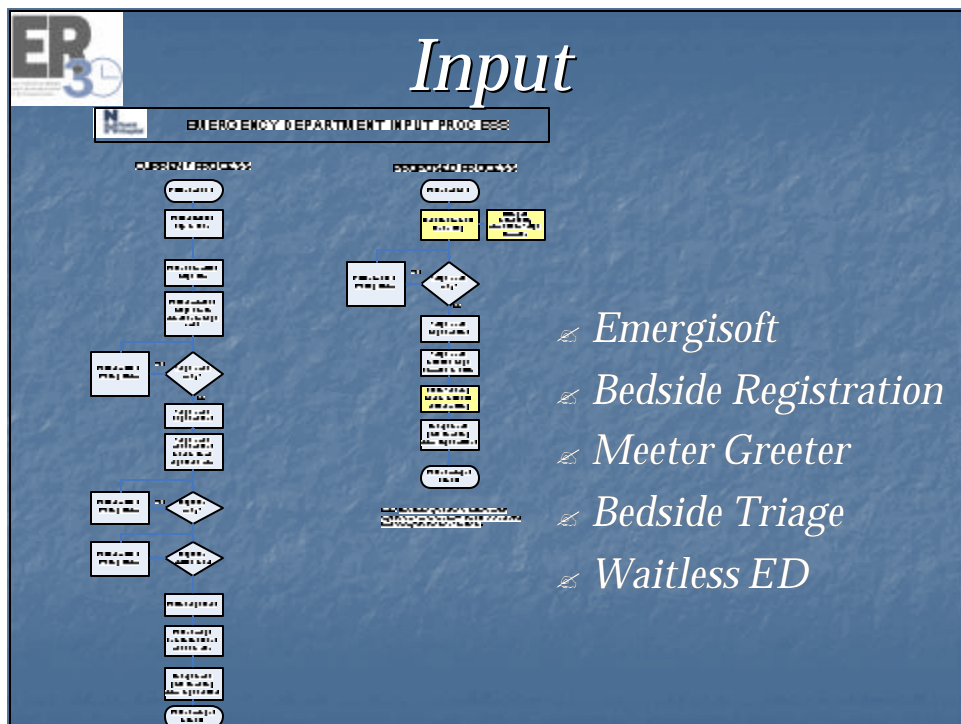
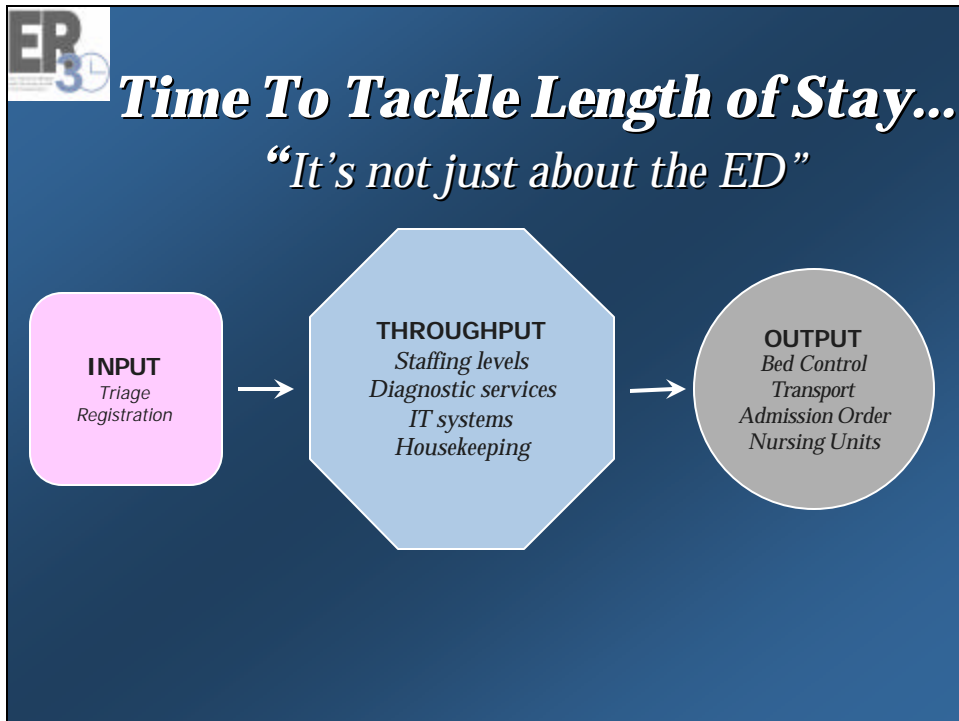


- ✍ National Benchmark EKG time 10 min.
- ✍ Standard Work
- ✍ Team Approach RN, PCA, AA
- ✍ Daily Graphs
- ✍ **Red EKG**



Door to EKG Patients With Chest Pain







Throughput

- ✍ *Emergisoft*
- ✍ *Lab Turnaround Time*
- ✍ *CT Turnaround Time*
- ✍ *Increase Staffing Levels*
- ✍ *Quick Turn Over of Beds*
- ✍ *Pilots*



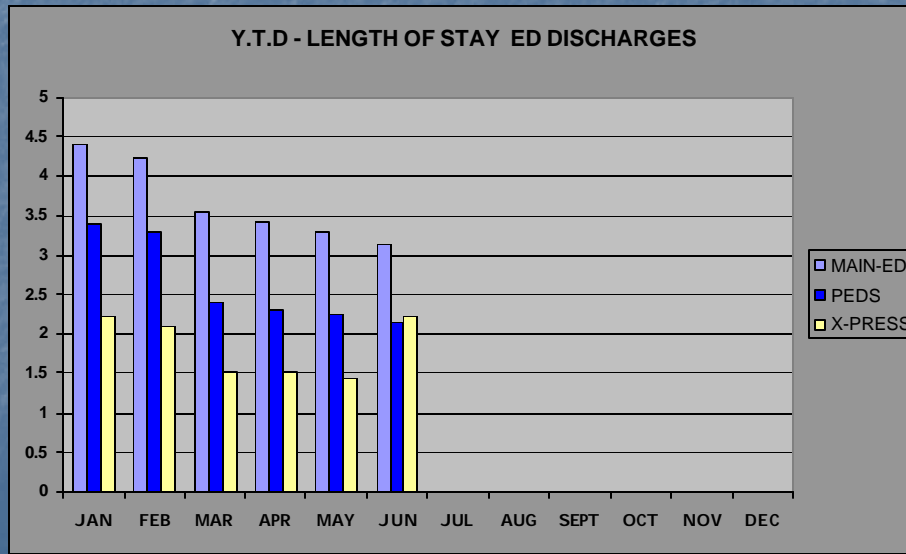
Output

- ✍ *Bed Control Moved*
- ✍ *“Pull” patients instead of “Push”*
- ✍ *Hospital Wide Response “Code 30”*
- ✍ *Fast turn over of patients*
- ✍ *Admission orders*





Emergency Department Length of Stay



Guaranteed Victory!!

- ✍ *Super Bowl III MVP Joe Namath*
- ✍ *18 point underdogs*
- ✍ *Changed the history of the NFL*





Nyack Hospital 30 Minute Standard



The **ER** at Nyack Hospital
Your emergency is our emergency.

nyackhospital.org



Lean Six Sigma

Delight
Customers

Improve
Processes

Quality

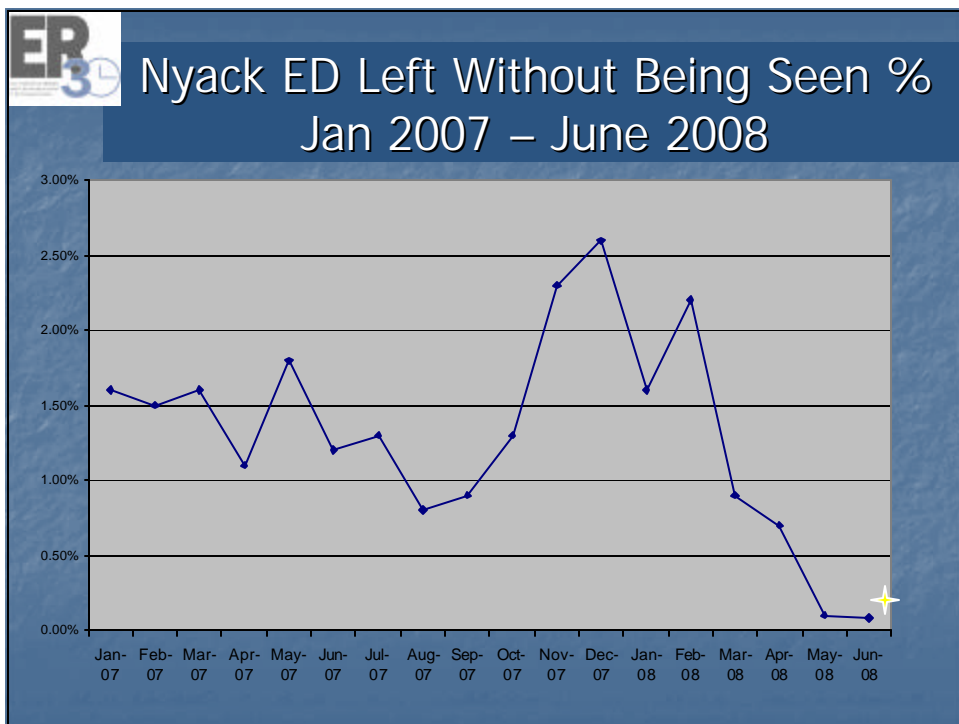
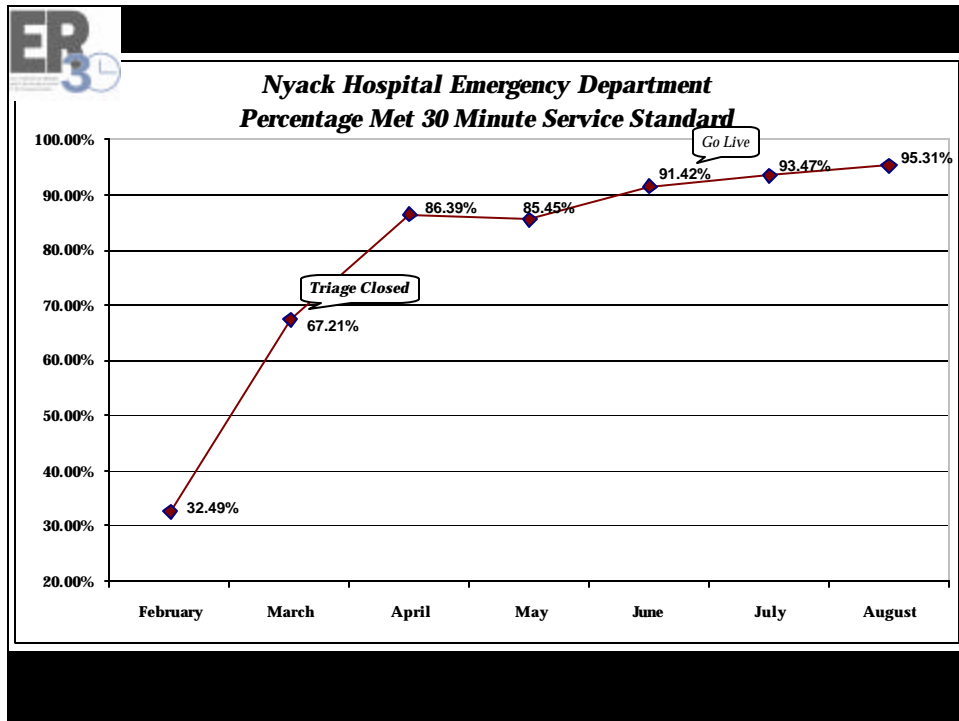
Speed

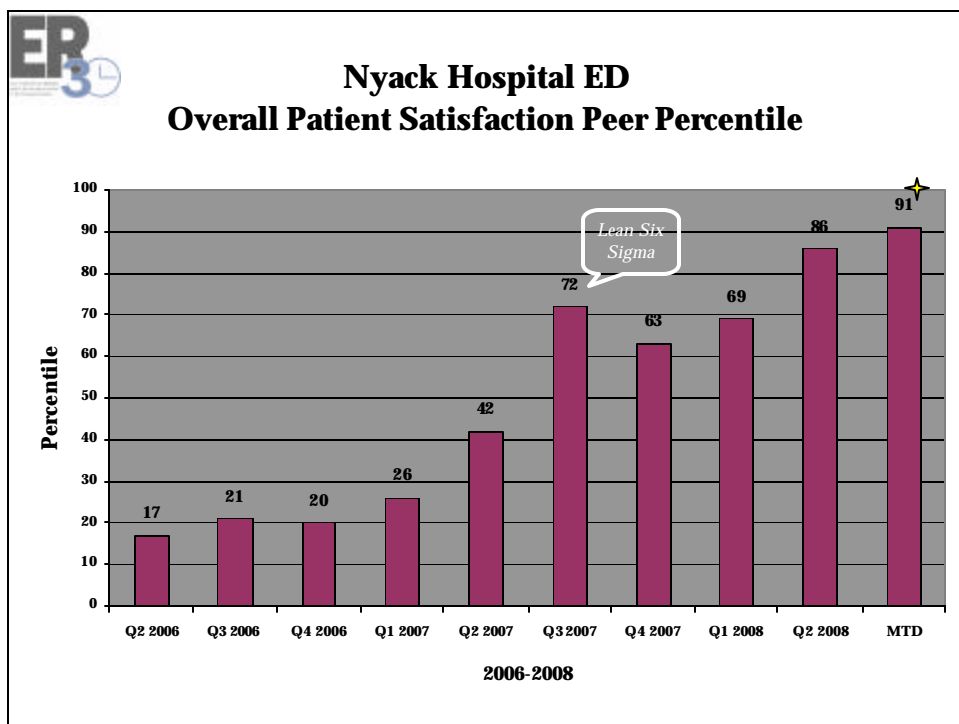
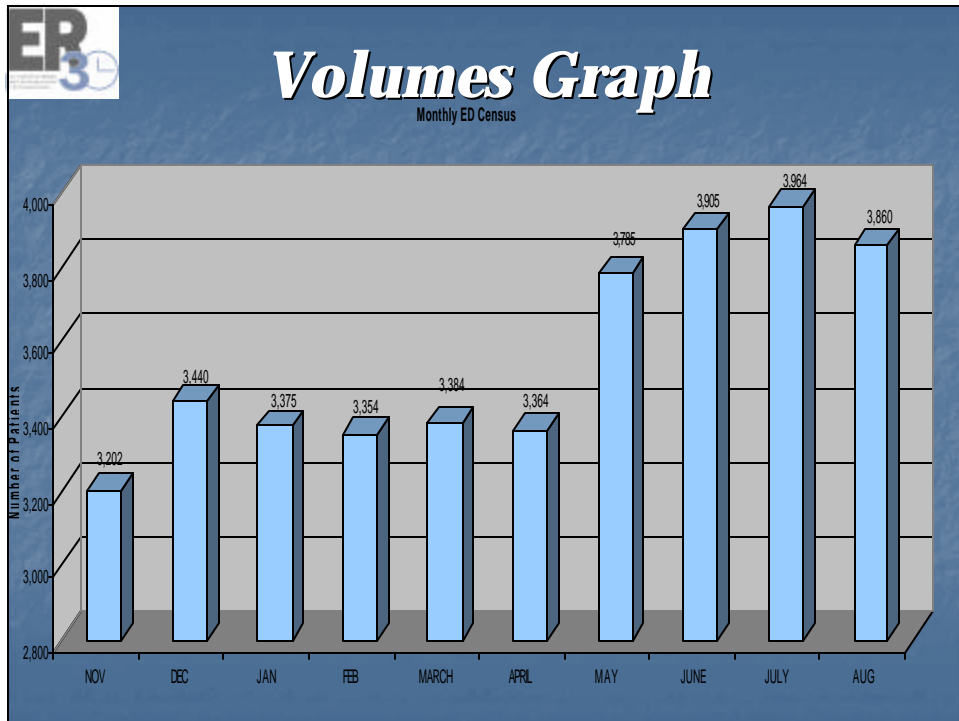
Teamwork

Variation and Defects

Process Flow

Data and Facts







A Final Thought...

*"Never doubt that a small group of
committed people can change the world.
Indeed it is the only thing that ever has."*

-Margaret Mead





Acknowledgements

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