

DESCRIPTION

Timely access to inpatient beds from the Emergency Department (ED) is crucial to improving patient flow and quality of care. The ED at Humber River Health (HRH) aimed to reduce one of the key Ontario Health Ministry governed pay for results (P4R) metrics, the 90th percentile time to inpatient bed, by implementing targeted interventions across the continuum of care from ED through to inpatient settings.

OBJECTIVE

To reduce the 90th percentile time from ED to inpatient bed placement for admitted patients.

ACTIONS TAKEN

Focused Interventions Targeted Inflow, Throughput, Outflow:

- Comprehensive Access and Flow Training for all key ED and Inpatient staff/leadership during skills days & daily huddles. Inpatient areas incorporated Discharge Planning Pathways education
- Established daily ED Patient Flow Manager (ED PFM) led bullet rounds focussed on P4R metrics, supported by ED Resource Persons (RPs)/Team Leaders (TLs)
- P4R metric reviews with ED PFMs
- Increased organization-wide compliance and representation for twice-daily bed meetings
- Implemented pre-booking of transportation for potential next-day discharges
- Established daily reporting and monitoring of discharge before 11 a.m

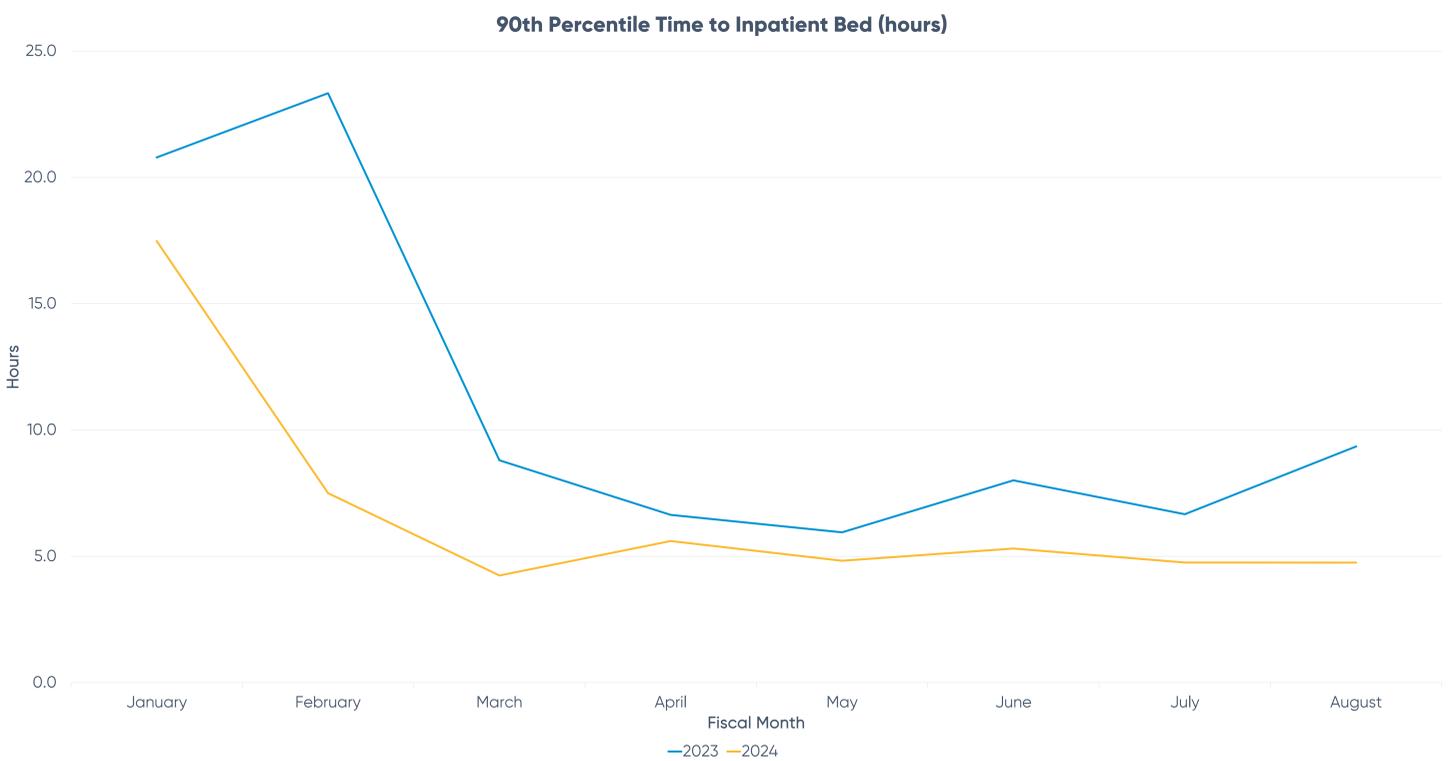


Figure 1. A superimposed comparison of monthly average 90th percentile time to inpatient beds for 2023 vs. 2024. As demonstrated each month in 2024 outperforms its 2023 counterpart.

	2023	2024
Yearly Average 90th Percentile Time to Inpatient Bed	11.2 hours	6.8 hours

Table 1. Yearly Average 90th Percentile Time to Inpatient Bed [January – August 2023/2024].

SUMMARY OF RESULTS

The interventions resulted in improved patient flow from the ED to inpatient units. Each fiscal month from January 2024 to August 2024 showed a reduction in time to inpatient bed, compared to the corresponding months in 2023 (Figure 1). Sustained actions resulted in Time to Inpatient Bed (hours) metrics in 2024 that outperformed those of 2023 within the same time period.

LESSONS LEARNED

Collaborative efforts and regular metric reviews are critical for sustaining improvements in patient flow, highlighting the importance of cross-departmental training and communication for future initiatives.

