TITLE: DECREASING CONGESTION IN OB/GYN TRIAGE
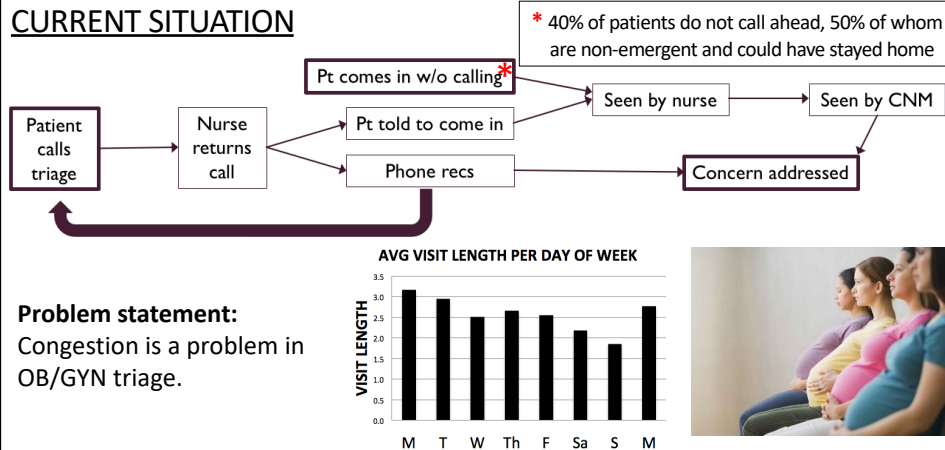
DATE: 2/20/18   OWNER: M3 Student YY

BACKGROUND

OB/GYN triage is a dedicated resource for obstetric emergencies + L&D overflow.
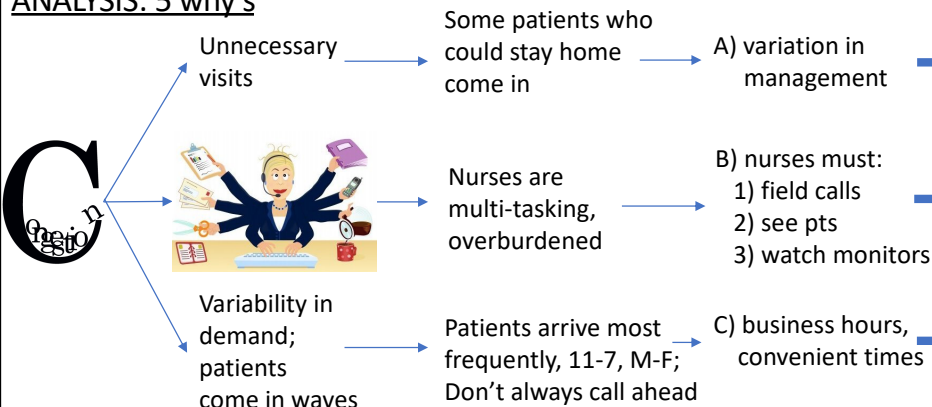OB/GYN triage is frequently congested, and visits may take over 2 hours.

CURRENT SITUATION

* 40% of patients do not call ahead, 50% of whom are non-emergent and could have stayed home

Patient calls triage → Nurse returns call → Pt comes in w/o calling * / Pt told to come in / Phone recs → Seen by nurse → Seen by CNM → Concern addressed

AVG VISIT LENGTH PER DAY OF WEEK

(bar chart: VISIT LENGTH on y-axis 0.0–3.5; x-axis M T W Th F Sa S M)

Problem statement:
Congestion is a problem in OB/GYN triage.

GOAL

Our goal is to decrease non-emergent visits by Increasing the percentage of patients calling ahead for triage from 60% to 80% by end of Week 5 of plan implementation.

ANALYSIS: 5 why's

C ongestion

- Unnecessary visits → Some patients who could stay home come in → A) variation in management
- Nurses are multi-tasking, overburdened → B) nurses must: 1) field calls 2) see pts 3) watch monitors
- Variability in demand; patients come in waves → Patients arrive most frequently, 11-7, M-F; Don't always call ahead → C) business hours, convenient times

RECOMMENDATIONS

A) Variation in phone management re: whether patient needs to come in
   Rec: create standard protocol for most common complaints (e.g. nausea)
B) Workflow requires switch-tasking by nurses
   Rec: dedicate one nurse to calls and monitoring, other to seeing pts
C) Uneven flow of work; most pts arrive afternoon/early evening
   Rec: instruct all pts to call ahead to: 1) forestall unnecessary visits, and
      2) create potential to level arrival times if visit is needed, but not time critical
D) Patient-centered care
   Rec: redecorate triage waiting area to be more appealing to patients

PLAN: *Start Date March 1, 2018*

Action	Week 1	Week 2	Week 3	Week 4	Week 5
YY and MG to get nurses and CNMS on board.	_____				
YY, MH, and MJG create protocols & surveys.		_____			
Division of labor implemented.			_____		
"Call ahead" implemented by Ob/Gyn.				_____	
Protocol implemented.					_____

➤ YY will monitor progress to plan and report **Red**/**Green** status of items weekly.

FOLLOW-UP

MJG will measure progress, and report the following data at weekly project team meetings:
1) % emergent and % non-emergent visits
2) Call ahead rates
3) Average visit length