



# Aim - 1. Reason Improvement was Chosen

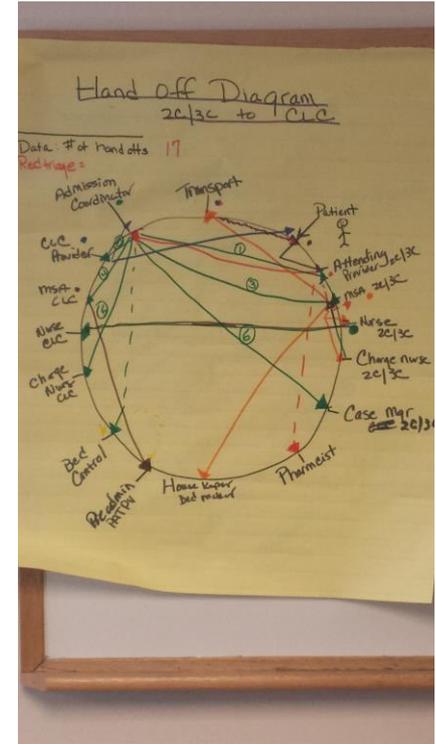
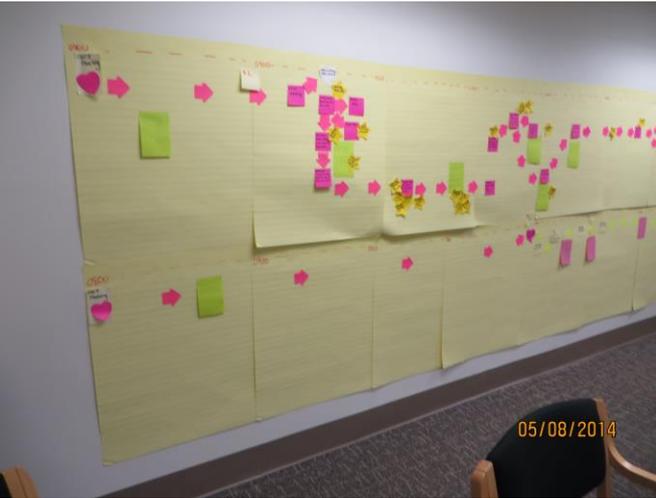
**Problem Statement:** Current process to transfer patients from Med/Surg to CLC is complex and takes anywhere from 1 – 5 hours. The process is complicated with overlapping process streams, disconnect between assumed and actual processes, and communication challenges.

**Scope:** Length of time from when patient discharge orders are entered until patient arrives in CLC (maximum 90 minutes)

## Trigger:

- Process Start: Provider submits transfer orders
- Process Stop: Patient arrives at CLC for admission

# Map - 2. Initial State



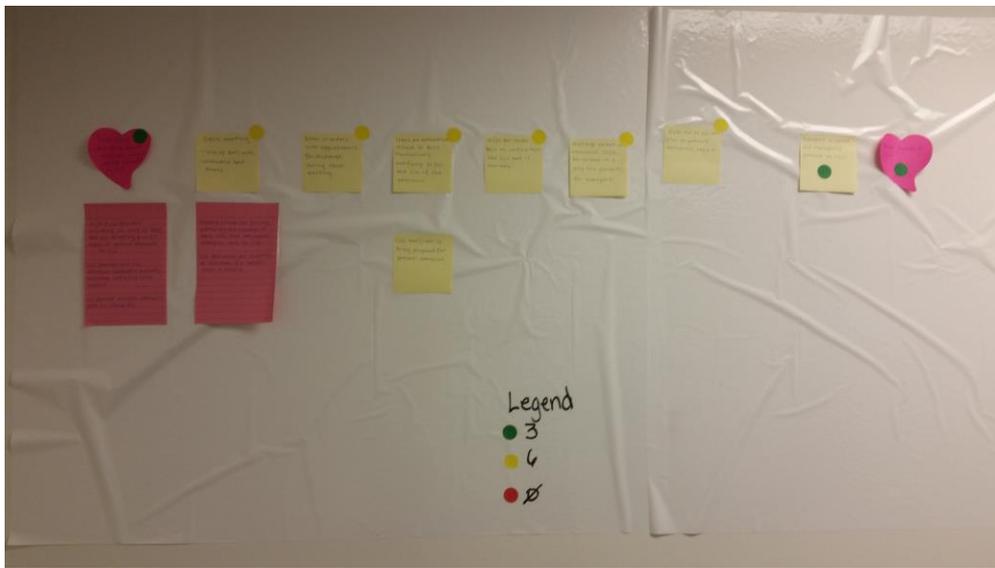
The process is complicated with overlapping process streams, disconnect between assumed and actual processes, and communication challenges.

- Process Steps: 24
- Kapowies: 89
- Non-value added steps: 11

# Map - 3. Target Condition

- Reduce unanticipated patient transfers through implementation of a process which plans transfers through a standardized work process. This will lead to quicker transfer times, higher Veteran satisfaction, and lower staff fatigue.

Process steps: 9  
 Non-value added steps: 0



# Measure - 4. Gap





# Measure - 5. Solution Approach

If we do this...then we will achieve this.....	Effect on Metric 1 (Reduced transfer times)	Effect on Metric 2 (Avoid cost of diversion)
CLC Admission Team	Reduce transfer time by pre-planning admissions a day in advance	Ease the flow of patients from Med Surge to CLC through better organization
Combine 0805 and 1430 meetings	Gave Med Surge attendees more time to access patients for disposition	Free up attendees time to complete discharges earlier
Implement the use of Bed Management Solutions (BMS)	Synchronized flow allowing for quicker decisions due to less communication barriers	More accurate estimate of bed availability. Provides quick assessment of hospital capacity
CLC Charge Nurse SOP	Standardized work for charge RN's to enable them to accept patients during any shift.	Opportunity to transfer patients on any shift without delay
SOP for CLC Admissions	Standardize admission criteria to enhance communication between Med Surge Staff and CLC	Increase patient transfer flow