

TeamHealth Case Study

Joe DiMaggio Children's Hospital, Hollywood, Florida

Increasing patient satisfaction and decreasing wait times through clinical pathways

The Challenge

Joe DiMaggio Children's Hospital (JDCH) houses the only pediatric trauma center in South Broward County. With 38,600 annual patient visits, the ED also has the highest pediatric patient volume in Broward and Palm Beach Counties. The Quality Care Subcouncil of the Memorial Healthcare System, of which JDCH is a part, identified the need for performance improvements within the ED. This prompted a collaborative PI improvement initiative involving members of the system, the hospital, and TeamHealth.

Our Solutions

The first step was to create a performance improvement (PI) team that included emergency physicians, nurses and other clinical and administrative staff members. This team was tasked with identifying processes to achieve the following three goals: 1) improve patient satisfaction, 2) decrease the percentage of patients who leave without being seen (LWBS), and 3) decrease the patient throughput times.

One of the PI team's key initiatives was to refine and implement clinical pathways in the ED that focused on select groups of pediatric patients—those who were high risk or those who were part of a high-volume group. The pathways allow these patients to be identified quickly at triage and readily processed through a complex system in a consistent and time-efficient manner.

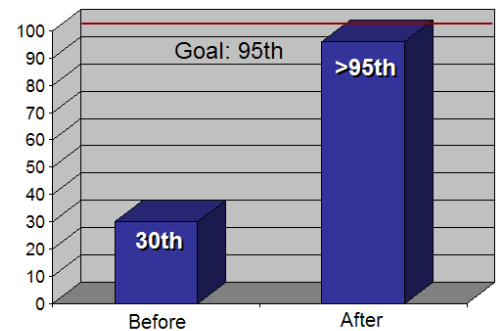
Results

Prior to this initiative, Press Ganey patient satisfaction scores were in the 30th percentile, and the percentage of patients who left without being seen exceeded 5%. The PI team established goals of attaining patient satisfaction scores in the 95th percentile and decreasing the LWBS percentage to 2%.

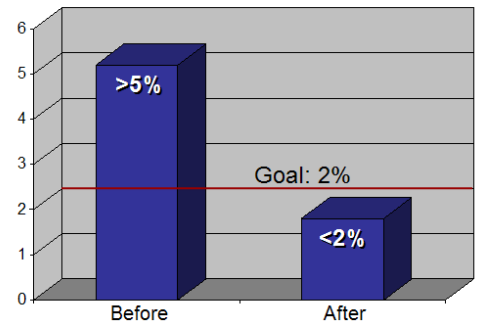
Within two years of implementing the PI initiatives, the patient satisfaction scores reached a high of the 99th percentile, and LWBS was at 2.3%. Within subsequent years, patient satisfaction has consistently remained above the 95th percentile, and the average LWBS rate has decreased to consistently under 2%. Additionally, the throughput times for admitted, released, and fast track patients had significantly dropped.

It is also important to note that these achievements were attained while the ED simultaneously faced a volume increase of almost 33%.

Patient Satisfaction Percentile



% Left Without Being Seen



Client Response

"In addition to ensuring positive clinical outcomes, the use of clinical pathways in our ED has also reduced costs for the hospital by standardizing ancillary testing and reduced the risk of medication errors by using standardized order sets."

ED Medical Director