

Improving Patient Registration

Emergency Department

BIDMC Boston

Introduction/Problem

The Patient Information Specialist staff in the Emergency Department register over 4450 patients each month. Because of workflow in the ED some patients were not registered at the time of discharge leading to increased length of stay and patient dissatisfaction. Patient Information Specialist staff the current system plagued by interruptions and difficulty accessing patients. Essentially, this provided a missed opportunity to conduct a patient registration while the patient is receiving care in a treatment area. Thus, increasing the overall registration time from the point a patient arrives until they are registered.

Aim/Goal

The goals of this project were:

- To determine if assigning a Patient Information Specialist staffed in the waiting room would reduce time from patient arrival to registration completion
- Reduce the number of patients who leave the ED without registration information captured
- Reduce the occurrence of a registration being the sole barrier to discharge
- Improve the workflow and staff perception of the registration process

The Team

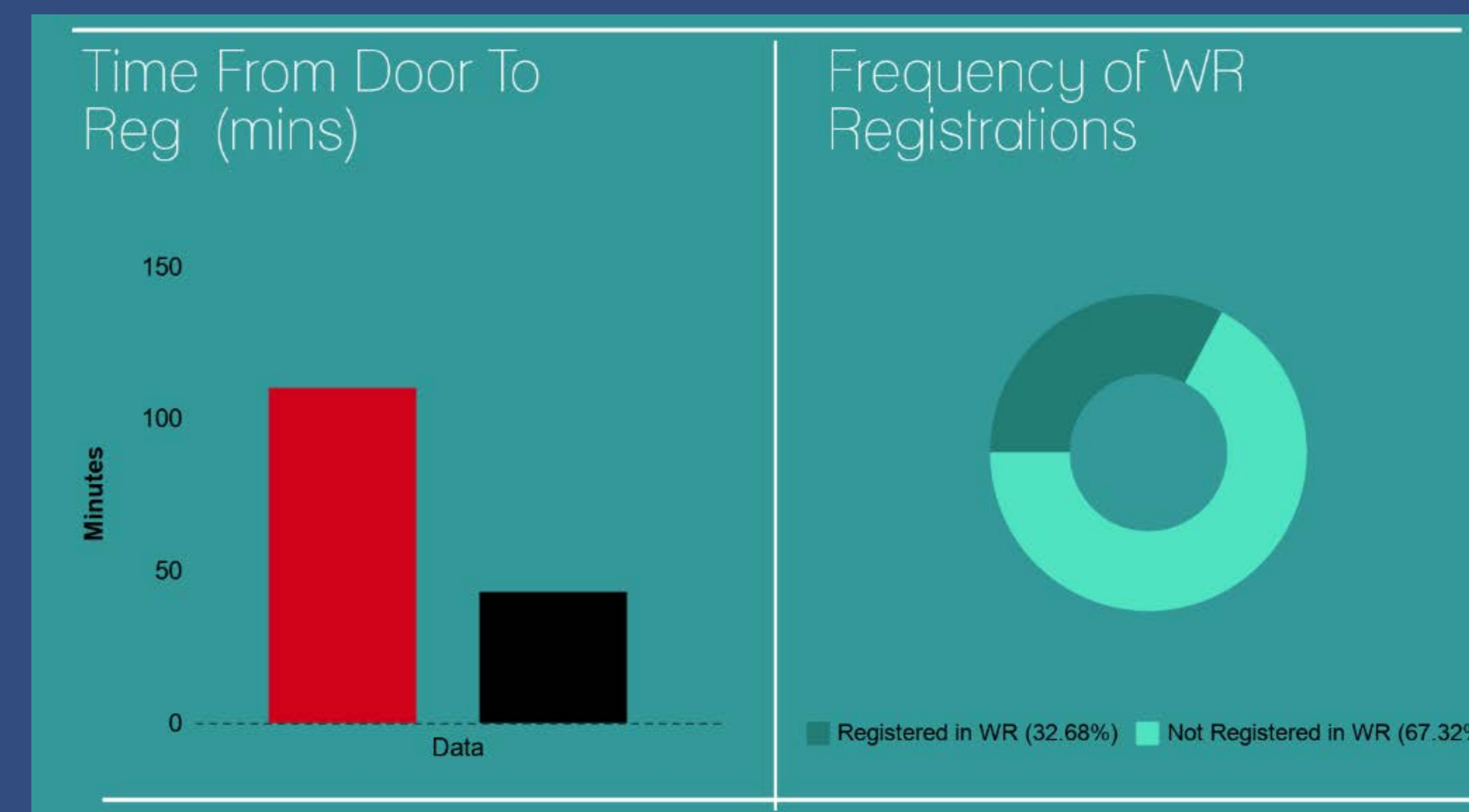
- Lisa Yanovich, MSM Practice Manager
- ED Leadership
- ED Patient Information Specialist Team
- Triage Nurse

The Interventions

- ED staff conducted a Triage registration pilot in September 2017 to monitor the workflow process for a month
- Feedback from staff to create work area conducive to registration process
- New Patient Information Specialist position in Triage was created in October 2017

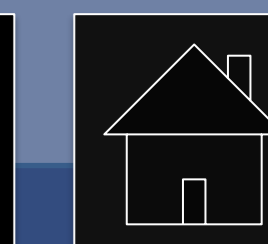
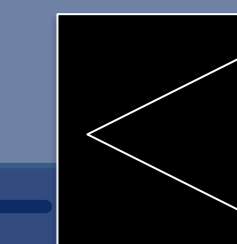
Results/Progress to Date

The implementation of the new Patient Information Specialist post in Triage has greatly reduced the door to registration time of patients being treated in the ED. The staff are now able to register patients in a more timely manner limiting the time spent registering in treatment areas when patients are receiving clinical care. The employees feel their feedback was heard and leadership worked to create a solution. Working together as a team essentially produced effective results for staff and BIDMC patients.



For more information, contact:

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More Results/Progress to Date

The Patient Information Specialist team currently staffs the registration post in Triage 24 hours a day seven days a week.

The Patient Information Specialist team provided wonderful feedback to leadership. Listening to the needs of the department we created a workstation that provides our employees with the appropriate tools to succeed in their role.



Lessons Learned

Lessons learned by our team during the Triage registration implementation is communication and team work is crucial to achieve our goals. We requested feedback from staff to ensure the goal was met and door to registration time was reduced. Listening to the needs of our staff greatly improved a workflow process.

Next Steps

The next steps will be to seek feedback from staff to ensure the new workflow is operating smoothly and efficiently. Also, we continue to monitor the average door to registration time for patients being cared for in the ED.

For more information, contact:

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