



## Improving ED throughput

A 461-bed hospital in South Carolina was challenged with getting their admitted patients out of the ED onto the medical floors in a timely fashion. Admitted patients were holding or boarding in the ED for extended periods, often 2 to 3 days, before rooms were available. These boarding inpatients ended up occupying ED treatment rooms, as well as staff resources, which was negatively impacting the hospital's throughput and productivity metrics.

Provider-in-triage and a fast-track program was implemented that would quickly assess and discharge lower acuity patients. The program yielded immediate results including a 36% reduction in arrival-to-bed time, a 12% reduction in arrival-to-discharge time, and almost a 10% reduction in arrival-to-decision to admit time.

Improving patient throughput in the ED

