



Late Admissions to Academic Teams at the Miami VAMC

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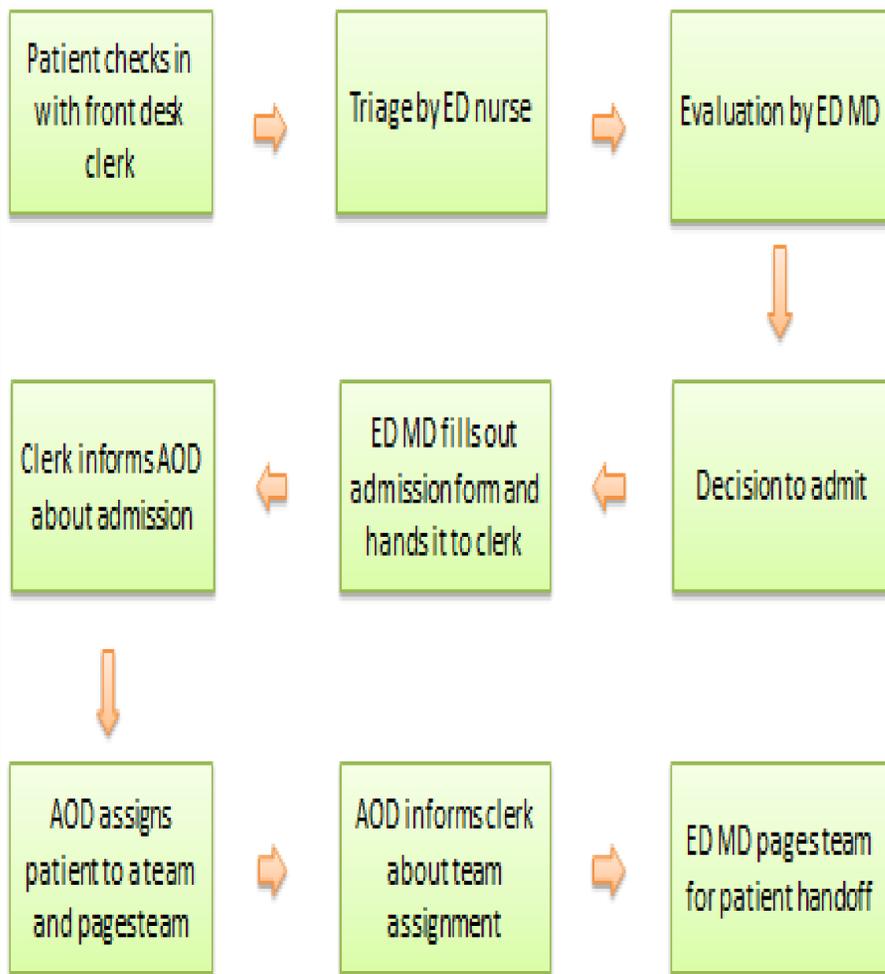
Problem Statement

Admissions presented to the medical teams during the final hour of the day shift can lead to incomplete evaluations and gaps in handoff to the night team which has the potential to lead to adverse events.

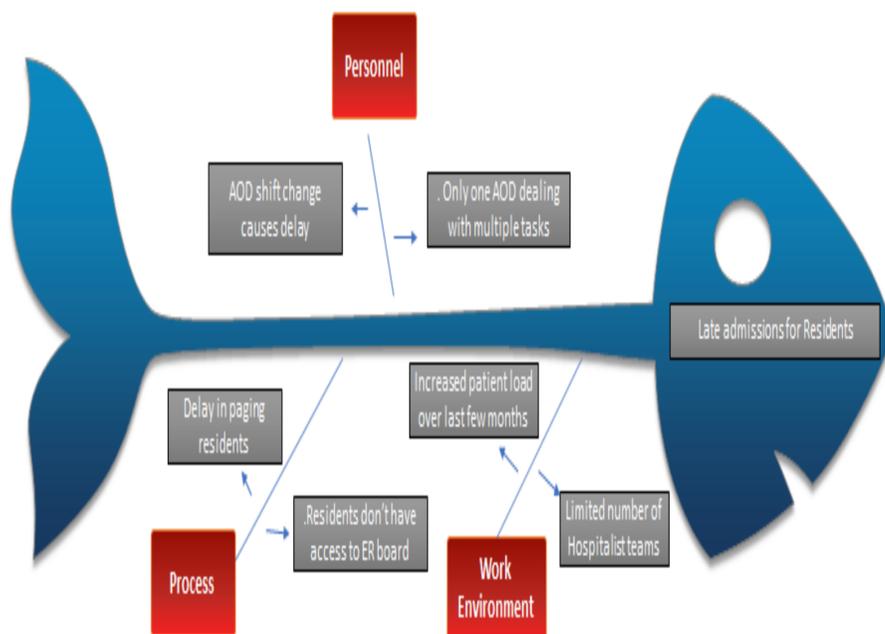
Background

Recently, late admissions in the final hour of the day have been problematic for residents at the VA. Admissions presented to the academic medical teams one hour prior to handoff can result in violations in residents duty hours secondary to delay in handoff to the night team. We hypothesize that delays in communication between the ER staff and admissions officers (AOD) lead to a greater volume of admissions during the hour prior to handoff.

Admission Flow



Root Cause Analysis



Acknowledgements

Miami VAMC Emergency department clerks, and administrators on duty (AOD).

Goals

1. Improve efficiency of hand-off by AOD and standardize flow from admit decision time to AOD call
2. Reduce the percentage of late admissions per day to medicine teams by 25% within the next six months

Plan:

- Map afternoon workflow of ER, and AOD
- Baseline data of percentage of late admits/day
- Compare page notification times with admission order times

Do:

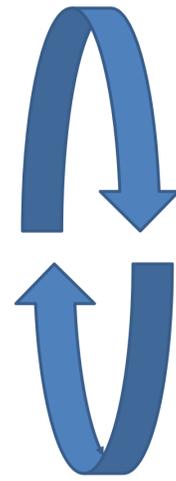
- Standardize the admission process
- Reduce gaps in communication that lead to delay in admission times
- Reduce the delay of admission posting during AOD handoff time
- Grant residents access to the ER hitboard

Act:

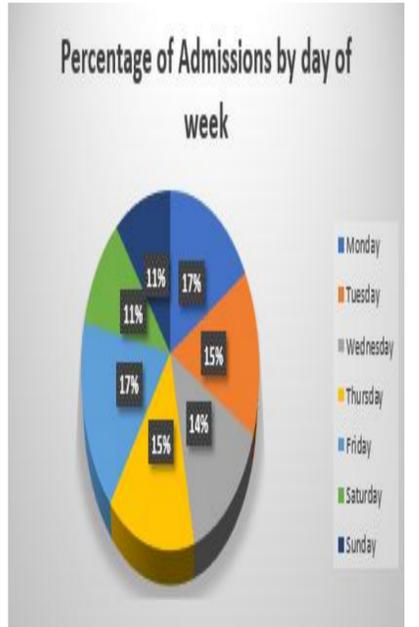
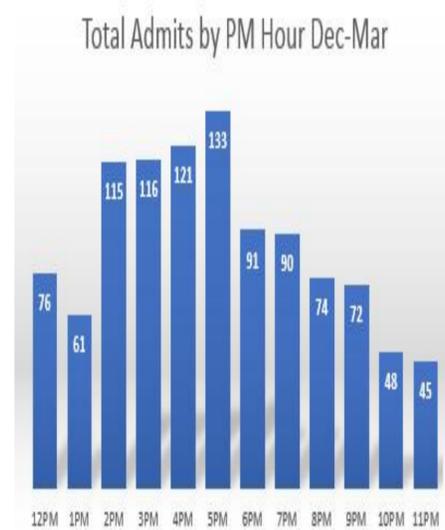
- Present late admissions data to AOD and housestaff for feedback
- Modify admissions standard if effect seen
- Continue to periodically survey housestaff

Study:

- Follow percentage of late admissions
- Measure adherence to standardized admission process by periodic audit
- Survey housestaff regarding efficacy of changes



Preliminary Results



Follow-up

We plan to implement strategies to improve the overall flow of admissions and improve communication between all personnel involved in the admission process. We believe that providing personnel to cover AOD duties and admission posting during the period of AOD handoff between 4.30pm and 5.00pm will provide a significant reduction in delays in admission posting and will lead to a reduction in the peak of admissions that was observed between 5.00pm and 6.00pm.

References

1. Jarvis PRE. Improving emergency department patient flow. *Clinical and Experimental Emergency Medicine*. 2016;3(2):63-68. doi:10.15441/ceem.16.127.
2. Assaad Sayah, Loni Rogers, Karthik Devarajan, Lisa Kingsley-Rocker, and Luis F. Lobon, "Minimizing ED Waiting Times and Improving Patient Flow and Experience of Care," *Emergency Medicine International*, vol. 2014, Article ID 981472, 8 pages, 2014. <https://doi.org/10.1155/2014/981472>.