Implementing Unit-Based Teams to Improve Patient Outcomes

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**Background:**
- High hospital census and increased admission demands exceeded our current capacity. This resulted in delayed movement throughout the facility and the need for an improved admission process.

**Goals/ Objectives:**
- Create a unit-based physician team structure that will meet admission demand, improve safe discharge planning, and reduce length of stay.

**Methods:**
- Hosted a 2-day process improvement workshop which included multiple simulation practices to ensure design would support goals.
- Designed and implemented unit-based physician team structure and utilized Plan-Do-Study-Act (PDSA) process to test sustainability. This included creating a dedicated admitting team during daytime hours.
- Identified target quality measures to determine impact of new process.

**Results/Key Learnings:**
- Simulation helped people envision potential solutions and adjust course, resulting in less disruptive implementation.
- Timing of implementation is important. We worked with Graduate Medical Education to ensure our Go-Live was inline with resident educational needs.
- Support of a cross-functional leadership team was essential to the success of this work.
- Qualitative responses support improved team member experience in relation to admission and discharge processes.

References: