

Emergency Medicine Board Report

Quality & Patient Safety

Surveys:

- SLH BETA Assessment

Regulatory:

- TJC findings 2/2020 survey

Patient Harm:

- BETA QUEST for ZERO; Excellence in ED Tier 1 (achieved 2012- 2020)

Opportunities:

- Behavioral Health- pediatric / adolescent patients
- Equipment- new monitors
- Covid Protocols
- Patient Flow

Operations

Initiatives:

- System-wide Treatment Protocols
- Transfer Protocols- uniform movement of patients to best treatment location

System Integration:

- ALH/SLH/Highland System Integration- Joint Faculty and Quality meetings
- SLH/AH Faculty teaching at Highland Residency Conferences

Staffing:

- Cross-coverage across ED sites

Strengths

Finance:

- Grant Funding and Research

Performance Metrics:

SLH Metrics

- 17% increase in volume (8/20-8/21)
- LOS stable, Arrival to Provider 11m, LWBS 3%

HGH Metrics

- PCI 59 mins, PCI for STEMI 95.8%

Structure:

- Residency Program & Diversity Externship
- Education including Journal Club w/CME
- SIM Sessions - focused on reviews and key findings

Opportunities

Current Projects:

SLH

- Teleconsult Service
- TeleTriage

Workforce Burnout:

- Providers
- Support Staff/Nursing

Culture:

- Caring for our patients and protecting ourselves
- System-wide Integration

