

2012 Military Health System CONFERENCE



Naval Medical Center San Diego Patient Transfer Center Update:

Sustained and Continued Improvement of the
Patient and Family Centered Care Experience

The MHS: Healthcare to Health

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Introduction & Methods



■ Introduction

- 2nd year of Transfer Center implementation
- Continue monitoring to streamline transfer process
- Standardized process recaptures beneficiaries
- Improve the patient experience/coordination time
- Maximize utilization of the MTF/continuity of care
- Uphold the MTFs fiscal responsibility

■ Methods

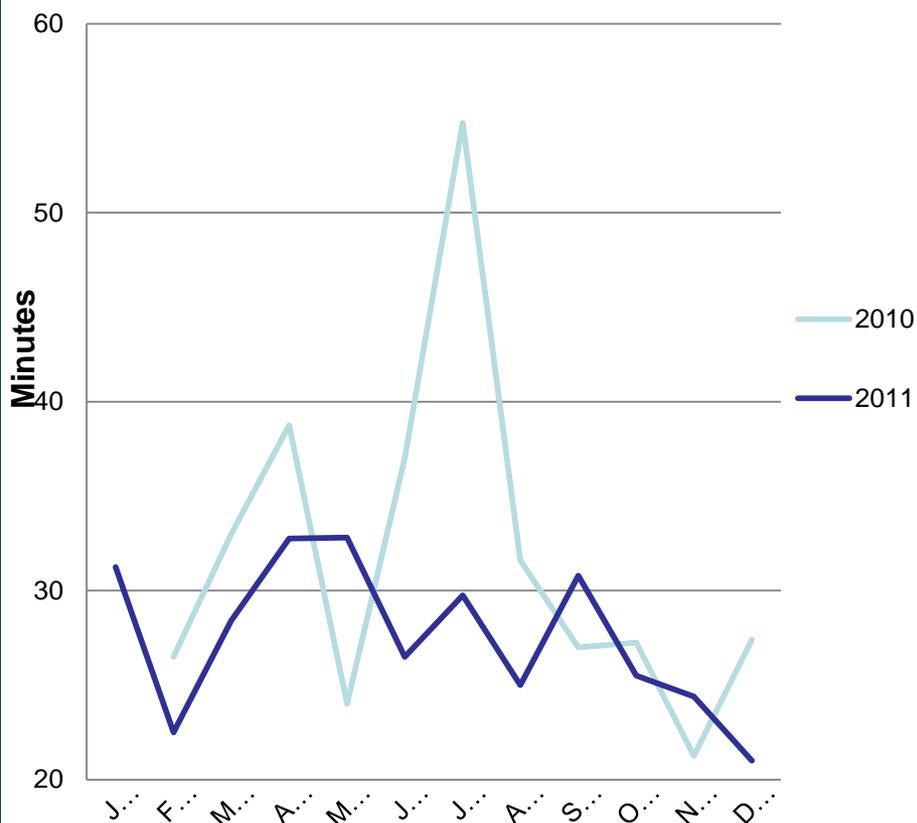
- (619) 532-NAVY
 - Single, manned 24 hour phone line
- 10 minute on-call resident response time
- Physician-to-physician contact for patient acceptance facilitated
- Requires “Staff” physician input for declines
- Tracking, monitoring, evaluating data and reporting to leadership



Results

- Average decision time
 - 2009- >200 minutes
 - 2010- 30 minutes
 - 2011- 27 minutes
- 86% decrease in decision time to transfer patient to the MTF from implementation of Transfer Center process

Monthly Average Time From Initial Call to Decision to Transfer



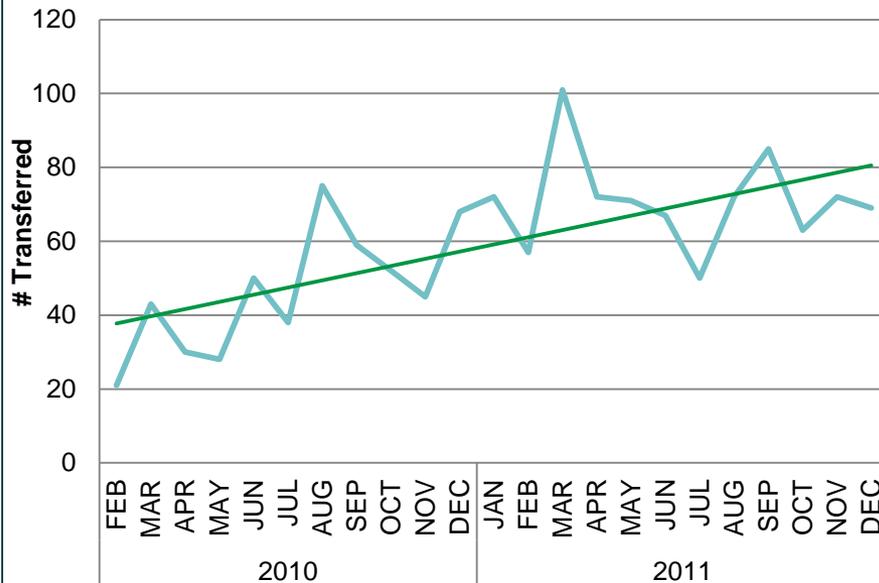
Results



• Average Monthly # of Transfers

- 2009- 21
- 2010- 47
- 2011- 76
- 72% increase in transfers since implementation

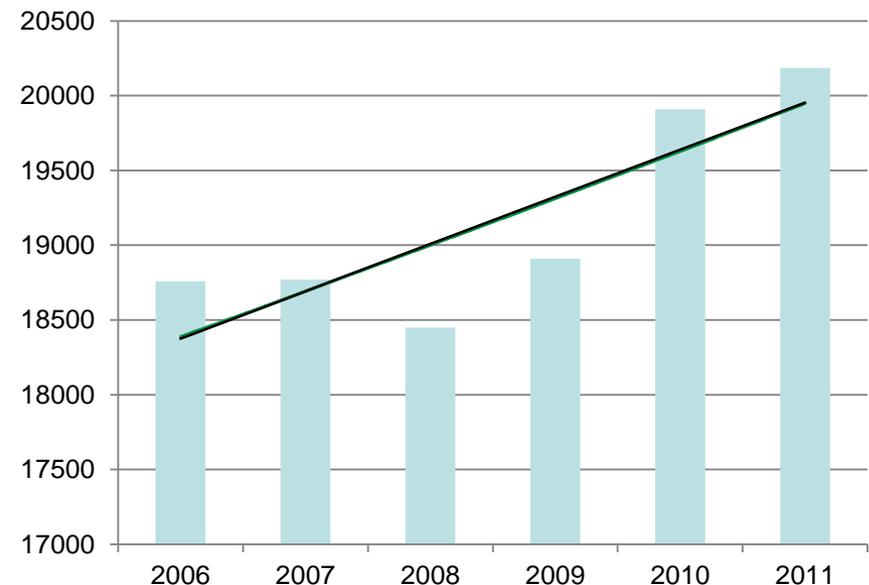
Two Year Transfer Center Implementation View



•NMCS D Admissions

- Avg 2006 to 2009- 18,710
- 2011- 20,186
- 7.3% increase in admissions
- Met BP RWP targets in FY10 & 11

NMCS D Admissions Increase





Conclusions

- Single portal, streamlined and standardized process continues to prove effective
- Positive impact on inpatient admissions
- Significant improvement in timely decisions to transfer to the MTF
- Faster, efficient process improves the patient experience when transferring from a civilian Emergency Department or other MTF
- Improves MTF PCM/patient continuity
- Promotes maximal MTF utilization and fiscal responsibility