

2012 Military Health System CONFERENCE



Decreasing Patients Who Leave Without Being Seen (LWBS) from the Emergency Medicine Department

The MHS: Healthcare to Health

CDR LISA A KELTY MC USN

LCDR Jessica Bain NC USN

04 January 2012



EMERGENCY MEDICINE DEPARTMENT
NAVAL HOSPITAL CAMP PENDLETON

Lisa.Kelty@med.navy.mil

760-725-1614

Introduction



- Between 1995-2002 the LWBS rate increased, nationwide, by 65%; contemporary attempts to study LWBS nation-wide have been limited by the scarcity of data reporting it
- Between 2008-2009, Naval Hospital Camp Pendleton EMD noted an increased patient load by 47% and LWBS up to 380 patients per quarter (3.19%)
- High rates of LWBS reflect lower patient satisfaction, lost revenue and potential legal liability.
- LWBS patients increase staff workload in follow up and telephone consult.

Objective

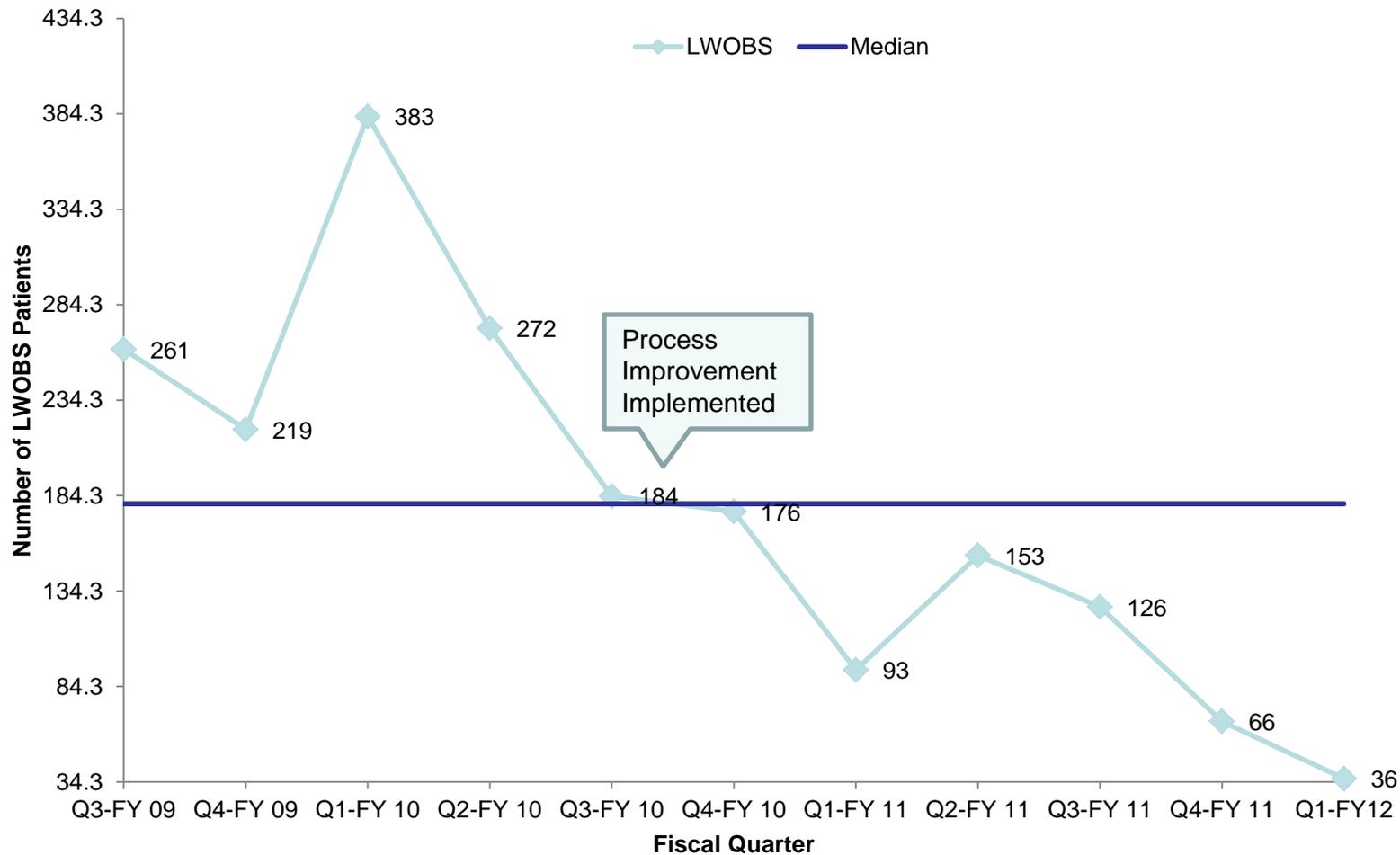
- To reduce the number of patients who LWBS from Naval Hospital Camp Pendleton's EMD while encompassing the command's 2011 annual goals of: 1) Customer Satisfaction (internal and external), 2) Medical Homeport and 3) Patient Safety

Methods



- EMD educational video in waiting area
- Added additional patient bed in the main ED
- EMD family practice appointment booking capability
- Increase OB/GYN bed capability from two to four
- Implemented triage protocols (x-ray/medications/laboratory tests)
- Decreased disposition to admission to less than two hours
- Physician double coverage from 1000-0200 daily in main ED
- Fast Track provider double coverage and extended hours 0900-2400 daily
- Charge nurse notification of all LWBS in progress with patient reassurance and encouragement to remain for care
- Bedside triage

Results



Conclusions and Recommendations



- Decreased LWBS from a high 3.19% to 0.38% and demonstrated sustainability over 1 year period.
- Increased RVU at cost recruitment of 450K\$
- Overall patient satisfaction by the Navy Monitor website detected a 2% increase in both quality of encounter (85.44% to 87.12%) and access to care (77.78% to 79.91%) from fiscal year 2010 to 2011.
- Patient Education Video resulted in a 95% approval rating in both the patient and staff experience.

Recommendations for Other Installations:

Applicable to other EMD's in Military Treatment Facilities