

RESOURCE ALERT – EMPOWERING STAFF WITH METRICS

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BHVH was experiencing extended patient wait times from the Recovery Room to unit bed assignment. The delays lead to decreased patient and employee satisfaction as noted in our hospital surveys and BHVH Employee surveys.

With the deployment of Teletracker, our system-wide bed-tracking software, we could readily monitor bed assignment times and establish a metric for bed assignment .The staff were saying “we are hitting a ‘brick wall’ when trying to achieve established metric. They were dealing with competing priorities of other units.

Our goal statement was to decrease the time from bed request (by the recovery room) to room assigned (by the units) to an average of 15 minutes.

The “Resource Alert” was established – an email alert sent to all Team Leaders (directors, managers, and supervisors – including the president of the hospital) whenever it took longer than 15 minutes to receive a bed assignment after our “ready to move” function was initiated in Teletracker .The “Resource Alert” would alert the leadership in the building that help may be needed in the way of discharging patients, helping with a busy patient assignment that a nurse may have, or even just cleaning a room, in order to allow for the patient to move from Recovery to their hospital room.

Within a few months, our metric was achieved, and staff and patient satisfaction increased noticeably.