

IMPROVING PATIENT FLOW IN AN AMBULATORY PEDIATRIC PROCEDURE ROOM

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BACKGROUND INFORMATION:

Improving patient flow in a highly complex pediatric Cancer and Blood Disease ambulatory procedure room is challenging. Bone marrow aspirates and biopsies, lumbar punctures, lumbar punctures with intrathecal chemotherapy, and skin biopsies are the typical procedures performed in this procedure room.

Multiple delays were causing inefficiencies in the procedure room. A multidisciplinary team made up of nurses, an attending/proceduralist, anesthesia, pharmacists, bone marrow technician, and chemotherapy facilitators was created to discuss delays and flow issues to make process improvements.

OBJECTIVES OF PROJECT:

The team's goal was to improve the flow of the procedures and improve patient and family satisfaction. This was accomplished by reviewing delays and improving processes, and increasing the number of patients ready at procedure start time.

PROCESS OF IMPLEMENTATION:

The team implemented several processes including; creation of a flow lead RN, design of an inpatient report sheet and checklist, assigned a few staff members to arrive early to prepare patients, standardized the check-in process, and scripted the 4:15pm pre-procedure meeting to ensure nurses had all paperwork and orders ready when patients arrived.

STATEMENT OF SUCCESSFUL PRACTICE:

This work is sustained by continuing bi-monthly meetings in which procedure delays and other issues are discussed and improvements continue to be implemented.

IMPLICATIONS FOR ADVANCING THE PRACTICE OF PERIANESTHESIA NURSING:

This ongoing work has resulted in a more cohesive interdisciplinary team working together to improve the safety and flow of patients in our procedure room. As our volume continues to increase and we work to open a second location with a procedure room we will use what was learned from these process improvements as a foundation for our workflow in our additional procedure room.