



# NEDOCS®

## Medical Center Surge Plan



### A Backbone for Care

Successful and efficient patient flow requires a system-wide approach. Hospitals implement a NEDOCS surge plan to break down patient flow silos, and get key team members on the same page.



NEDOCS keeps everyone in the loop of key patient flow data. As NEDOCS changes levels, like an Andon indicator, notifications are made to key team members to flex resources in bottleneck zones. The surge plan is not an emergency contingency plan, but a daily operations plan intertwined with other processes. Using this plan, the hospital has reduced total length of stay, decreased admission turnaround times, and lowered number of unseen patients.

### Return on Investment

Patient volume increase, better resource utilization, and higher patient satisfaction have allowed the hospital to gain an average of \$500 extra per day resulting directly from NEDOCS.

- Total \$180,000 per year increase in income.
- 20 Minutes ED LOS.
- .5 Days Inpatient LOS.
- 11 AM discharge time.
- Culture change.

### System-Wide Effort

A multi-disciplinary team has been assembled to improve patient flow. The team has established key patient flow metrics to track and improve processes. NEDOCS is used as the overarching metric for keeping a pulse on patient flow throughout the hospital. All team leaders are responsible for flexing resources in their departments when data point to bottleneck in a particular area.

“NEDOCS helps us reduce wait times and preemptively improve our throughput.”

**Lower Length of Stay**

Emergency department LOS improved by 20 minutes one year after implementing NEDOCS. Inpatient units also decreased length of stays, by half a day in some general medical units.

**Decreased Admit Time**

Later discharges were directly related to higher admit hold times in the ED. NEDOCS helped pin-point bottlenecks to move the average inpatient discharge time to 11 AM. This caused decrease in admit hours by an average of 35 minutes.

**Less Unseen Patients**

Overall increase in process efficiency ultimately allows the ED to see 1 extra patient per day.

**Higher Patient Satisfaction**

Prompt service and constant improvement helped the hospital increase overall Press Ganey satisfaction ratings by 10% over the previous year.



Instant notifications, response tracking, and standard responses through NEDOCS has everyone speaking the same objective language, and has helped the hospital create a culture of continuous improvement.

The real-time notifications allow administration to constantly monitor and catalyze decisions to align resources. Core data derived from NEDOCS allows six-sigma and process engineers to work with individual departments to constantly improve processes.

## Surge Plan

- Case management to review with MDs and discharge patients per IQC.
- Implement overflow contingency plan.
- Notify AOC, risk management.
- Code 99, DMS/AOC.
- ED diversion upon AOC approval.

Standardized surge plan track board helps staff across the hospital take actions designed by the patient flow team. NEDOCS has proven to be the single most important key in improving patient flow throughput the hospital.