Dell Children’s Ascension

Emergency Department
“Establishing An Alternate Care Site (ACS) Within A Pediatric Emergency Department During A Patient Surge.”
ED Surge Response

• Volume Activation
  • Significant increase in patient influx
  • Effectively and efficiently meet patient needs

• Acuity Activation
  • Multiple trauma victims
  • Mass casualty incident
DCMC ED Waiting Room 1 - Empty
DCMC ED Waiting Room 1 – ACS Set Up
DCMC ED Waiting Room 1 – ACS Set Up and Storage
Activation Criteria

• **Waiting Room Census**
  • 30+ patients
  • 2.5+ hour wait time

• **Staffing Requirements**
  • 2 RNs
  • 1 ED PCTs
  • 1 Provider

• **Alternate Surge Measures**
  • Unsuccessful
## Improved Metrics

### ACS Implementation Days (Jan-Mar 2019) vs. Comparable Days (Total Volume > 260 patients) in 2018

<table>
<thead>
<tr>
<th>Metric</th>
<th>January – March 2018 Comparable Data</th>
<th>January – March 2019 ACS Implemented</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume (Average)</td>
<td>290 Patients/day</td>
<td>282 Patients/day</td>
<td>-2.8%</td>
</tr>
<tr>
<td>LOS – D/C (Median)</td>
<td>199 Minutes</td>
<td>177 Minutes</td>
<td>-11%</td>
</tr>
<tr>
<td>LOS – Admits (Median)</td>
<td>282 Minutes</td>
<td>271 Minutes</td>
<td>-3.9%</td>
</tr>
<tr>
<td>LWOBS (Median)</td>
<td>1.65%</td>
<td>0.8%</td>
<td>-51%*</td>
</tr>
<tr>
<td>HPPV (Median)</td>
<td>1.9</td>
<td>1.9</td>
<td>0</td>
</tr>
</tbody>
</table>

*p=.001

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**dell children's Ascension**
Regional Disaster Drill 2019

• Mass Casualty Incident (MCI) Scenario
  • Explosion at a local football arena

• 27 patients received
  • 8 walking wounded
  • Minor wounds
Alternate Care Site - MCI/Trauma
Highlights

• Nine additional patient care areas
• Dual purpose
  • Low acuity patients
  • Improved ED Metrics
  • MCI (walking wounded)

• Low cost
• Efficient Mobilization
  • 15 minute set up
• Patient Satisfaction Scores
  • Unchanged
• Resilience
Next Steps

• Distribute Patient Satisfaction Survey
  • Analyze patient perception of ACS
  • Identify successes and opportunities for improvement
Themes of Success

- **Fluidity** - Adapt to change
  - Department needs fluctuate daily
  - The team must readily adapt to meet patient needs

- **Ingenuity** – Be creative
  - Utilize space you currently have
  - Don’t just think outside the box… *look within!*
Contact Info

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