Was this innovation submitted to the Emergency Care Innovation of Year Award contest last year?   **YES**   **NO**

INNOVATION TITLE:

HOSPITAL:

Innovation Category: *select all that apply*

> **Safety and Quality:** *Practices implemented to improve desired health outcomes through quality and safety practices. These innovations strive to decrease the prevention of harm and errors for patients and are built on a culture of safety.*

> **Flow and Efficiency:** *Efforts to optimize patient flow through various operational techniques including flow improvement efforts such as Lean, Six Sigma, Change Management. Strategies that strive to increase throughput efficiency and improve integration throughout the organization.*

> **Care Coordination:** *Practices that strive to integrate all levels of care - from pre-admission all the way through the patient's care plan. These methods use deliberation organization of patient care activities to facilitate the appropriate delivery of health care services.*

> **Patient Experience:** *Techniques that improve patient experience through all the different levels of patient care. These strategies deal with all touch points of people, processes, policies, communications, actions in the healthcare environment and patients' perceptions of how well these strategies are employed in the organization.*

> **Cost-Consciousness:** *Practices that aim to safely reduce the costs of acute care through improved efficiency.*

Hospital:

Location:

Contact:

Innovation Summary:

Category: *(check all that apply)*
- ☐ **A:** Arrival
- ☐ **B:** Bed Placement
- ☐ **C:** Clinician Initial Evaluation
- ☐ **D:** Disposition Decision/ Throughput
- ☐ **E:** Exit From the ED

Hospital Metrics:
- ▪ Annual ED Volume:
- ▪ Hospital Beds:
- ▪ Ownership:
- ▪ Trauma Level:
- ▪ Teaching Status:

Key Words:
(check all that apply or add additional)

☐ Care Transitions	☐ Door-to-Doc	☐ Left-Without-Being-Seen	☐ Scheduling
☐ Care Manager	☐ ESI	☐ Length of Stay	☐ Telemedicine
☐ Communication	☐ Fast Track	☐ Medical Home	☐ Triage
☐ Consults	☐ Follow-Up	☐ Patient Satisfaction	☐ Wait Times
☐ Continuity of care	☐ Frequent Flyer	☐ Patient Volume	☐
☐ Crowding	☐ Geriatric	☐ Queing	☐
☐ Discharge Instructions	☐ Hand-Offs	☐ Rapid Intake	☐
	☐ Information Systems	☐ Registration	☐
	☐ Lean	☐ Safety Net	☐

Tools Provided: *(list all any additional materials related to this tool. e.g., communication materials, Process Flow Images, additional graphs displaying results, patient information collection tools, job descriptions, policies etc.)*

Clinical Areas Affected:
(check all that apply or add additional)

- ☐ access readmissions
- ☐ ambulatory surgery center
- ☐ ancillary departments
- ☐ anesthesiology
- ☐ cardiology
- ☐ clinics
- ☐ ED
- ☐ EMS
- ☐ environmental services
- ☐ fast track
- ☐ geriatric

- ☐ inpatient units laboratory
- ☐ neurology
- ☐ nursing home
- ☐ orthopedics
- ☐ outpatient units
- ☐ psychiatric consults
- ☐ psychiatry
- ☐ radiology
- ☐ registration
- ☐ respiratory therapy
- ☐ surgery
- ☐ triage
- ☐
- ☐
- ☐
- ☐

Staff Involved:
(check all that apply or add additional)

- ☐ administrators
- ☐ ancillary departments
- ☐ case management
- ☐ clerks
- ☐ clinic registration
- ☐ communications
- ☐ consult services
- ☐ ED palliative care team
- ☐ ED staff
- ☐ IT staff
- ☐ nurses
- ☐ nursing home administration
- ☐ pharmacists

- ☐ physical therapists
- ☐ physicians
- ☐ registration staff
- ☐ social workers/case managers
- ☐ technicians
- ☐ toxicologists
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐

Innovation
Briefly describe the innovation/process and problem that it addresses.

Background
Explain how the innovation works and why your organization chose this solution over others.

Innovation Implementation
This is where you can go into more depth about the details of the innovation and how it was implemented at your institution.   Describe what resources were needed to start up the innovation and what will be required to sustain it. Briefly describe your team and their role.

Timeline
How long did it take to implement this innovation? When did you begin the planning process? How long did each step take?

Results/Evaluation
Feel free to include graphs/charts and/or other attachments that display your results - submit with your completed form to urgentmatters@gwu.edu

Cost/Benefit Analysis
Describe the breakdown of the costs for implementing this innovation and provide a comparison to the costs saving.

Advice and Lessons Learned
*Provide at least 3 and no more than 10 lessons for the reader who might want to implement this tool at their own institution – e.g., How to get staff buy-in, did th*is require specific partnerships to succeed? *What would you have done differently?*

Sustainability
Describe how the organization is working to sustain the results? What are the next steps around this work?

Email completed submission forms and additional attachments to
urgentmatters@gwu.edu

Include any additional information below