

Patient Progression Hub increases capacity and improves access to care

Case study: Children's Mercy Kansas City

Background

As a stand-alone pediatric hospital, Children's Mercy Hospital in Kansas City created a Patient Progression Hub to follow patients holistically from admission through discharge.

"It gives us a complete look at the patient as well as the surrounding community. We're looking at the entire patient flow instead of just a piece of it."

— Stephanie Meyer, Senior Vice President and Chief Nursing Officer

Approach

- Implement Capacity Expediter and Patient Manager Tiles¹, including Transfers Out (Downgrades) and Lines/Drains/Airways modules.
- Co-locate key clinical and operational team members in a 6000-square-foot command center.
- Focus on process improvements, especially discharge planning and PDD (potential date of discharge) and CRD (clinical readiness date) compliance and accuracy.
- Use Digital Twin modeling for winter surge capacity planning.

Impact

Children's Mercy realized benefits quickly, achieving these results in just seven months following the opening of the Patient Progression Hub (as compared to the same 7-month period the previous year)².

Increased efficiencies improve access to care

Opened up capacity for 300 additional patients on Med/Surg floors

A 24% reduction in avoidable days creates capacity to care for more patients.

94% decrease in deferrals

By optimizing constrained resources, Children's Mercy turns away far fewer patients because of limited beds and staffing.

¹Tile: A decision support application within the GE HealthCare Command Center Software Platform enabling action and cross-system insight by pulling from source system data in near real-time. Tiles provide actionable insights that optimize workflows and enable care teams to address patient flow bottlenecks, expedite discharges, and maximize resources.

²All metrics provided by Children's Mercy Kansas City based on comparison of data June-December, 2022 vs. June-December, 2023.

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99% reduction in the number of days that CMH had patients boarding in the ED

Patients with an admission order and waiting greater than 4 hours decreased significantly.

"Leveraging predictive analytics to accurately forecast patient volumes has allowed us to take proactive measures to streamline our operations and significantly enhance our patient care capabilities."

— Jennifer Watts, MD, MPH, Chief Patient Progression Officer

86% decrease in delays

Far fewer patients have to wait more than 24 hours to be admitted due to a lack of bed and staffing availability.

Improved discharge and transfer processes

99% compliance with updating Projected Discharge Date

The Tiles enable care teams to identify and manage discharges today and tomorrow, allowing everyone to be on the same page for timely discharges.

"We've felt a culture shift over the last twelve months as everyone prioritizes timely discharges. I've heard nurses tell patients and families, 'We plan for discharges on the day of admission.'"

— Sherry McCool, MHA, RRT-NPS, CMTE, Senior Director of Patient Progression

20% decrease in average transfer time from PICU to floor

This creates 23 bed days of capacity.

Result

Following the opening of their Patient Progression Hub, Children's Mercy has significantly reduced wait times, deferrals, and delays – while census and the number of surge days (where occupancy goes above 90%) have remained similar, inpatient admissions increased by 2.8%. By improving patient flow and discharge processes, Children's Mercy created capacity to care for 300+ additional patients in just seven months.