Improving Patient Flow in the Emergency Department: Redesign of a Nurse Greeter
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Background
- Emergency department (ED) overcrowding is a growing, widespread problem.
- Negatively impacts patient safety, quality of care, and staff satisfaction.
- The Joint Commission, Institute of Medicine (IOM), Agency for Healthcare Research and Quality, and Institute for Healthcare Reform have placed an emphasis on organizations to optimize and streamline patient throughput in the ED.

Methods
- Redesign of Nurse Greeter job description and role
  - Immediate RN contact with patients entering ED to obtain chief complaint
  - Complete brief assessment of ABC and LOC
  - Assign ESI triage acuity level
  - Directly place in treatment room, if available

Results: Change of Culture

Results: Time Study

Discussion
- Clinically significant changes with trending down in metrics and immediate recognition of acutely ill patients.
- Process needs to be established before seeing results.
- Importance of staff engagement in process change.
- Retrospectively have more appreciation for the ‘challenge’ of the culture.

Selected References

Additional Information
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