Hospital Name:
Methodist Hospital

Address:
I-65 at 21st
PO Box 1367
Indianapolis, IN 46206

Contact:
Mary J. Ross, RN, BSN, CEN
ED Charge Nurse
(317) 962-8385

2005ED Volume: 95,599
Growth from 2004: unknown
Total Staffed Hospital Beds: 812
Acute ED Beds: 60
Fast Track: Yes
Clinical Decision Unit: Yes

Problem to be Resolved:
Staff frustrated with disorganized admission process

Key Words:
- Admission folder
- Nurse satisfaction

Lessons Learned:
Methodist Hospital had previously had some success with several recognized best practices, including a clinical decision unit (called Intensive Diagnostic Treatment Unit) and bedside registration, which helped reduce ED waiting/crowding and improve the patient experience. ED staff found that they could also improve nurse satisfaction with a quick and easy solution.

Reason for Change:
When admitting a patient from Methodist Hospital's emergency department, nurses previously needed to look in many different locations in order to prepare the required paperwork. Not only was this frustrating for the nurses, it was a slow process that ultimately delayed the patient being admitted to the hospital. To help improve the admission process, ED staff created an admission folder.

Implementation:
Inside of the admission folder, admission staff can find everything needed in the admission process, including all necessary forms and a list of a patient's property and allergy bracelets. The department also centralized additional forms that may be needed for admission into a single filing cabinet. Prior to this change, these forms may have been spread out throughout the department, with no clear understanding of where things should be located.

The admission folder also contains an admission checklist. The admission checklist includes the following items:
- Complete the billing form, using computer generated form when possible
- Complete the admission form
- Complete the patient's property list
- Check that patient has either blue "no allergy" band or yellow allergy band
- Verify patient's identification band
- Compare the assigned bed to the physician order
- Review orders for stat orders, timed orders, antibiotics, enoxaparin/heparin orders, Accu-Chek, and insulin
- Verify that orders are entered into the computerized system

Results/Impact:
Admissions staff are more satisfied as a result of the admission folder. This innovation has essentially eliminated the frustration of searching for various forms that may be needed to admit a patient, and eases the whole process. Most importantly, the admission folder has eliminated unnecessary delays in the admission process.