

Hospital Name:

Parkland Memorial Hospital

Address:

5201 Harry Hines Blvd.
Dallas, TX 75235
(214) 590-8000

Contact:

Candace White
Corporate Communications
C1whit@parknet.pmh.org

2006 ED Volume: 146,210
Growth from 2005: 1.8%
Total Staffed Hospital Beds: 725
Acute ED Beds: 78
Fast Track: Discontinued use
Clinical Decision Unit: No

Problem to be Resolved:

Long waits for registration and triage

Tools Provided:

- Patient Check-in Flow Chart

Key Words:

- Triage
- Registration
- Kiosks

Lessons Learned:

Fixing one part of the patient flow process is not enough to significantly reduce throughput time; improvements must be made in other areas, as well.

Reason for Change:

The busy ED at Parkland Memorial Hospital sees approximately 300 patients daily. Often many of these patients face long waits for triage and check-in.

Implementation:

Parkland Memorial Hospital installed three registration kiosks, called MediKiosks, in the ED's triage area. When patients arrive at the ED, they spend several minutes entering the necessary registration information on a computer screen. For example, they enter their name, age, and other personal information, as well as identifying the nature of their ailment and the location of the part of the body that is affected. Patients may currently choose to respond to questions in either English or Spanish, with more languages to be added over time.

Serious cases, such as victims of gunshots and car crash victims, are still rushed to treatment upon arrival at the ED.

Once a patient checks in at one of these kiosks, his or her information is sent to the ED's main computer system, where it is reviewed by a nurse and the most urgent cases are identified. In addition to helping nurses identify the most urgent cases, the new system offers patients greater privacy.

Results/Impact:

Patient response has been mixed, however often even those who aren't fond of this new computerized system recognize that it does save time during registration. Because the system is so new, the hospital does not yet have any data on how much time is saved by the MediKiosks.

Despite the faster triage and registration, those patients with minor ailments still may face long waits to receive care. The hospital must next address other aspects of the patient throughput experience.