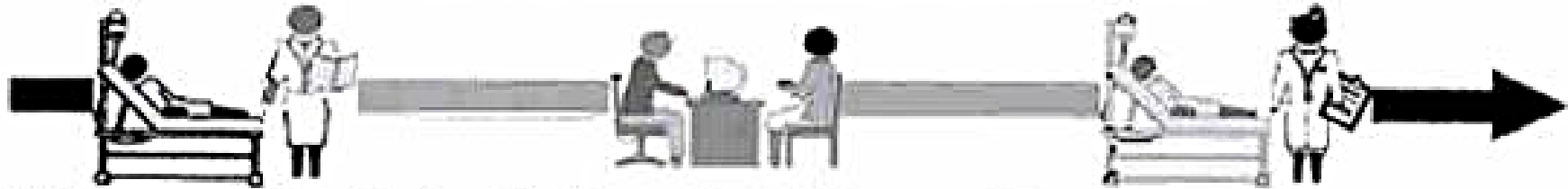


**Methodist Willowbrook reengineers triage process, accelerates time-to-physician**  
*New pathway assesses nonemergent patient needs ...*



Triage nurse assesses patient, sends emergent cases to main ED and directs nonemergent cases to registrar

Registrar conducts 'mini registration' that is EMTALA compliant, issues identification and allergy bands

Triage physician examines patient, takes history; may discharge patient on spot, send to express care for simple intervention, or direct to mid care with imaging or lab orders

*... and separates them into two care streams*

	Representative services	Staffing	Setting
<b>1</b> Express care	Suturing wounds, draining abscesses, and other simple procedures that would otherwise clog the mid-care area	Dedicated physician and nurse	4 beds located in ED hallway
<b>2</b> Mid care	Drawing blood, performing imaging at adjacent radiology suite, administering medication, taking full registration	3 nurses, phlebotomist, tech, secretary	Section of ED with own waiting area

Source: Watch interview, 6/2/06.