

Briefing on Emergency Room Wait Times

Presented to Prince George's County Council Board of Health

July 17, 2023

compassion | discovery | excellence | diversity | integrity



Today's Discussion & Speakers

- Introductions
- Clinical Recognitions
- Emergency Room Overview
 - Services
 - Triage Process
 - Length of Stay
- Investments in our Workforce



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A better state of care.



UNIVERSITY of MARYLAND
MEDICAL SYSTEM





UM Capital Region Medical Center

217- Licensed Bed Hospital

- Level II Trauma Center
- Emergency Department
- Adult Sickle Cell Treatment Center
- Intensive Care Unit
- Inpatient Med/Surg Care
- Women's Services
- Behavioral Health Services
- Heart & Vascular Institute
- Neonatal Intensive Care Unit (NICU)
- Designated Stroke Center
- Academic Residency Program

New UM Capital Region Medical Center in Largo replaced the UM Prince George's Hospital Center in Cheverly on June 12, 2021





UM Laurel Medical Center

Freestanding Medical Facility (FMF)

- Emergency Department
- Outpatient Behavioral Health
- Ambulatory Surgery
- Observation Services
- Wound Care Center & Hyperbaric Medicine



UM Bowie Health Center

Freestanding Emergency Center

- Full-Service Imaging
- Multi-Specialty Medical Office



Award Winning Care & Clinical Excellence

✓ **Center of Distinction for Wound Care**
Center seven years straight. Has a 94 percent healing rate.

✓ Maryland Perinatal-Neonatal Quality Collaborative (MDPQC): **Gold Level in Antibiotic Stewardship**

✓ Maryland Perinatal-Neonatal Quality Collaborative (MDPQC): **Platinum-Level Hypertension**

✓ Consistently ranked in the **top 10 percent** of hospitals nationwide for **excellence in cardiac surgery**.

✓ **Stroke Care:** Received American Heart Association's highest honor for commitment to quality stroke care. Also, top performing, Joint Commission accredited specialty care to hundreds of patients each year for the 3rd leading cause of death in our County.





UM Capital Region Health: Emergency Health Services

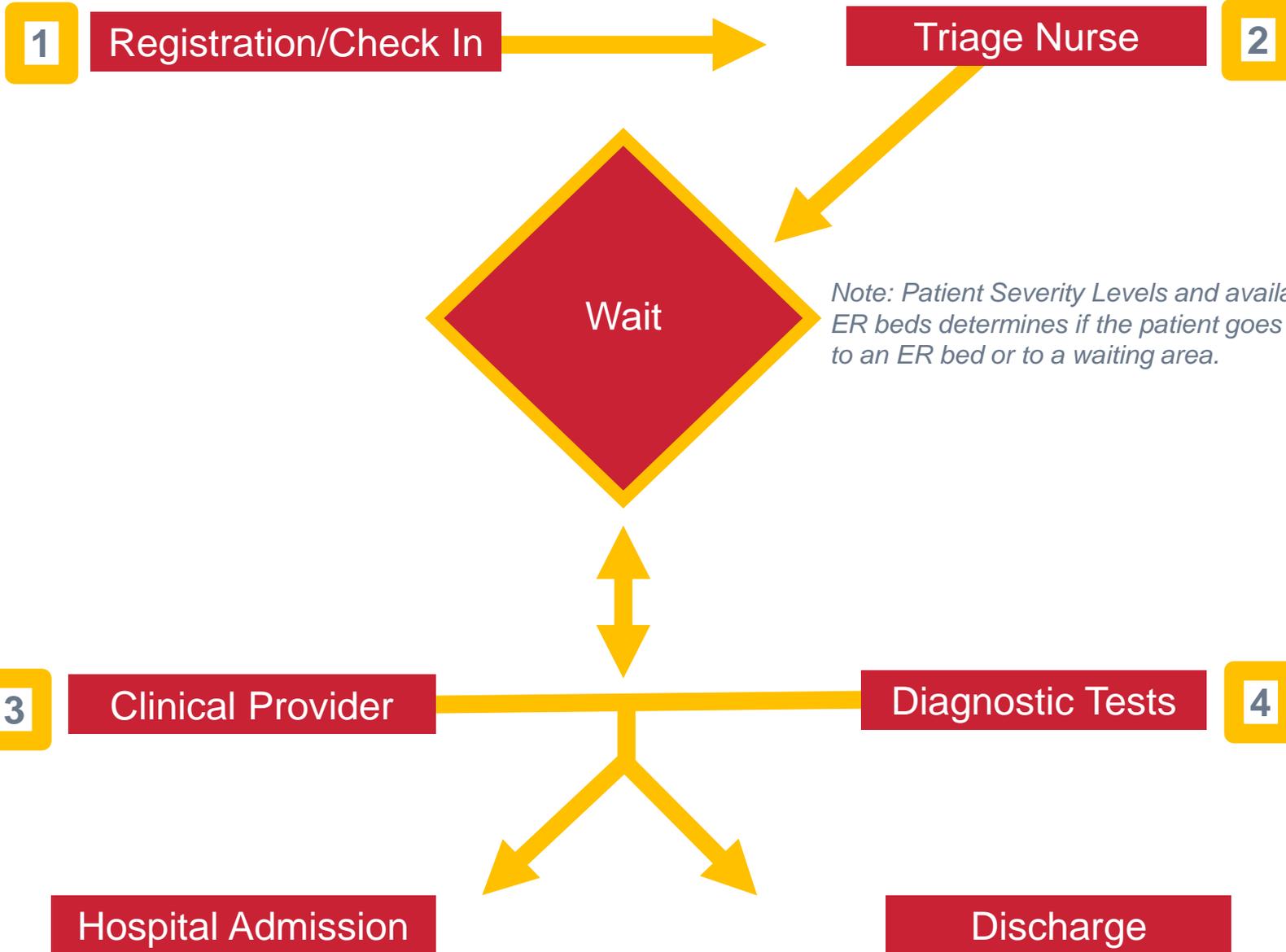
	Largo	Bowie	Laurel
ER Beds*	41	22	20
Trauma**	5	0	0
Dedicated Behavioral Health ER Beds	7	0	0
Average Daily ER Visits	113	68	60

**Includes adults and pediatrics*

***The only trauma center in Prince George's County and 2nd busiest in the state. Our Trauma Center has more than 3 times the number of penetrating wounds as other level 2 trauma centers across the country.*



UM Capital Emergency Room Triage Process (for non-EMS cases)



Note: Patient Severity Levels and availability of ER beds determines if the patient goes straight to an ER bed or to a waiting area.



UM Capital Region: ER Arrival to Provider FY 2023

Arrival to Provider FY23 (Largo, Bowie, Laurel)

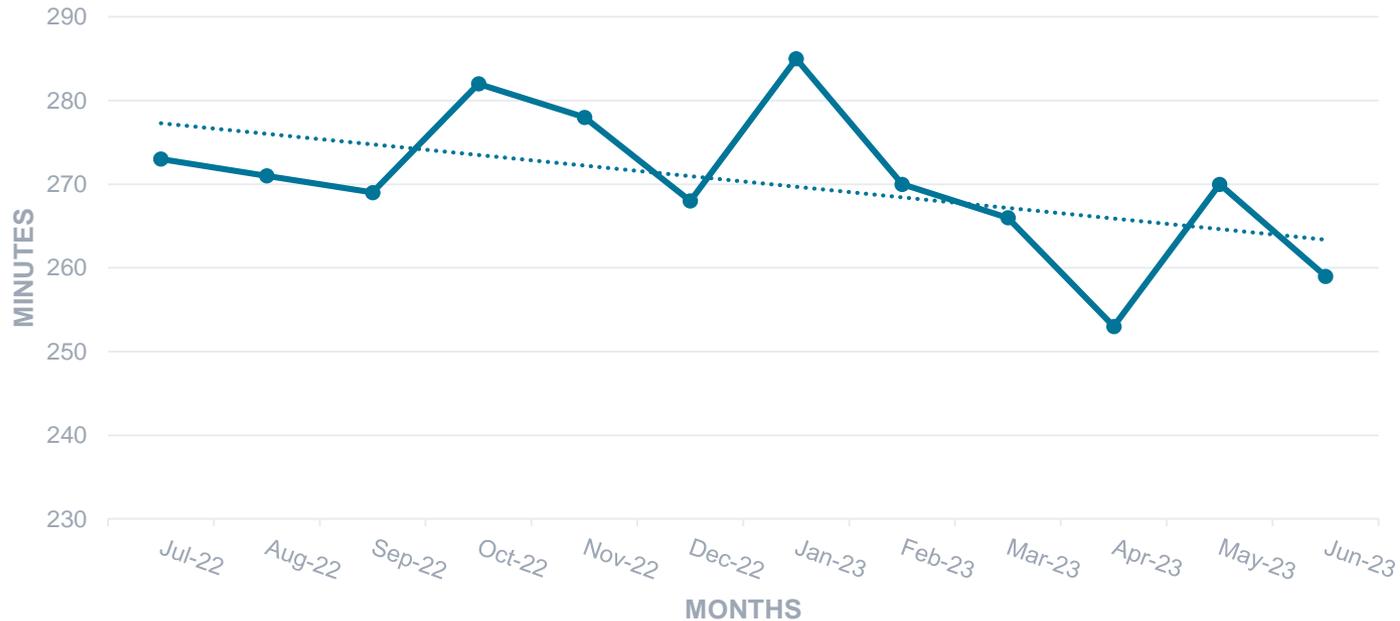


For all patients arriving in our ER, the time to see a doctor is about 1 hour, this trend has remained consistent.



UM Capital Region: Arrival to Depart for ER Discharges FY23

Arrival to Depart for ER Discharge FY23
(Largo, Bowie, Laurel)



The length of stay for patients that are discharged from the ER is trending downward due to implementation of throughput improvement initiatives.

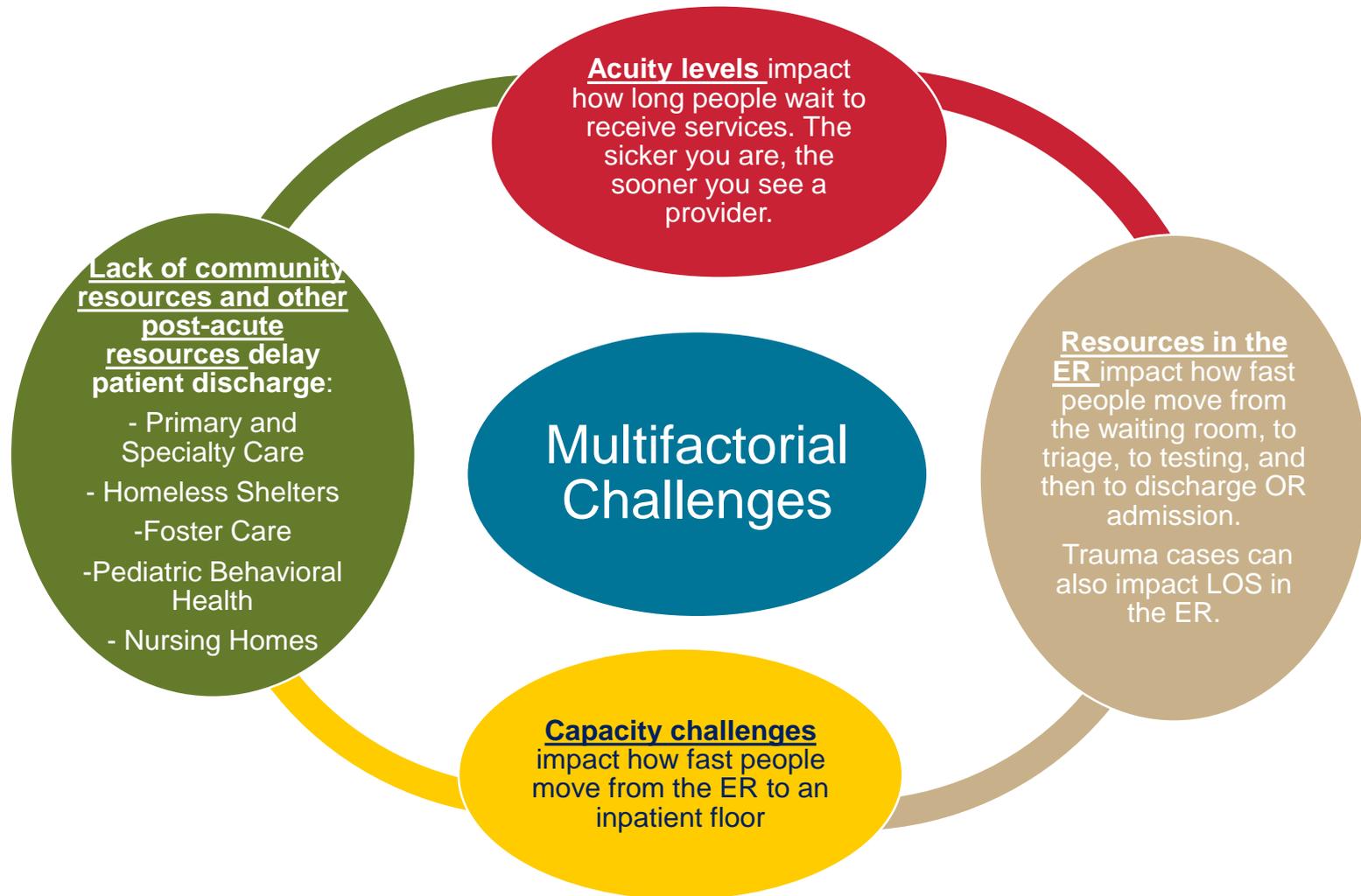


Patient Throughput Improvement Initiatives

- Increased bed capacity: 12 Post Acute Care Unit (PACU) beds
- Added 10 observation beds
- Opened the first adult sickle cell treatment center in Prince George's County
- Placement of primary care, women's health and specialty care clinics at our outpatient practices throughout the County
- Opened a vertical care area and results pending space
- Opened a patient discharge lounge and *Meds to Beds* program
- Enhanced partnerships with skilled nursing facilities, long-term acute care, rehabilitation and home health organizations
- Use of telemedicine services for rapid evaluation and stroke care



Factors Impacting Length of Stay (LOS)





Investments in Our Workforce

Investments of Time

- Nursing Town Halls & Shared Governance Structure, including CEO participation & support
- Stay Interview Exit Interviews
- Executive Rounding on Staff
- CEO Meetings with each department to elicit feedback

Investments in Talent

- HRO / High Reliability Organization Journey
- Organizational Development consultant to target critical departments' culture
- Increase in Nurse Educators (both day and night shift)
- New On-Boarding Facilitator
- New Grad “Boot Camp”
- PCT recruitment programs to support bedside nurses
- APP recruitment & compensation adjustment
- Creative/alternative care models (e.g. phlebotomists in the ED)