

Hospitality Suite



**BOB LINTON II, MD, MBA, FACEP
HOWARD COUNTY GENERAL HOSPITAL
CHAIR OF EMERGENCY MEDICINE**



- 36 Bed ED with 6 Behavioral Health treatment spaces
- Adult 60,000
- Peds 17,000
- 28% Admission Rate
- 70% of admissions come through the ED

Hospitality Suite



Hospitality Suite/ Discharge Lounge



Hospitality Suite/ Discharge Lounge



Hospitality Suite/ Discharge Lounge

Definition



- Discharge Lounges are areas of the hospital where patients who have a planned discharge arranged can be transferred to await final departure from the hospital.
- Concept has been in place since the 1990's as a method of increasing bed efficiency
- Scotland, United Kingdom, Australia

Hospitality Suite/ Discharge Lounge



- Lack of inpatient beds early in the day can be a significant contributor to ED boarding or delays in patient throughput
- Significant barriers to hospital discharges: lack of transportation home, consultants, patient comfort level “threat of the discharge lounge”, discharge orders

Hospitality Suite/ Discharge Lounge



- Howard County – struggling with hospital crowding, behavioral health, patient throughput
- Hospitality Suite is one component of our full capacity plan
- Patients have to meet criteria prior to consideration for the hospitality suite

Hospitality Suite/ Discharge Lounge



- Area identified in the hospital which was a “day room” for patients
- Could hold a maximum of 5 patients
- Restroom
- Staffed by a patient care technician or nurse leader

Hospitality Suite/ Discharge Lounge Criteria



- Ambulatory
- Continent
- No medications anticipated within the next 4 hours
- No oxygen
- Able to sit upright for 2-4 hours
- No behavioral or cognitive deficits
- No isolation precautions
- Pick up time by 7:30pm

Hospitality Suite/ Discharge Lounge



- Questions that may arise:
- How will patients get their medications?
- What if the family is delayed?
- What if the family arrives and has questions?
- What if they develop chest pains?
- What if the patient refuses?

Hospitality Suite/ Discharge Lounge



- Lessons Learned
- Message and communicate effectively with patients
- Patient selection is key
- Criteria need to be broad enough to allow for enough patients to qualify
- Be sure to have snacks and dietary available

Hospitality Suite/ Discharge Lounge



- Take Home:
- Don't expect immediate embracement of this concept
- Rename the area to enhance the appeal
- There is no silver bullet
- Change occurs at the speed of trust

Hospitality Suite

Planning for Your Discharge

Hospitality Suite

Open Monday – Friday

11 a.m. – 7:30 p.m.

4 South Day Room

**Phone x2336
(443-718-2336)**



When Can I Go Home?

This is a frequent question asked by our patients and their family members. Understandably, you want to get back to your home and normal routine. In an effort to help our patients and their loved ones plan for discharge, a member of your health care team will discuss discharge plans with you, including home care, medications, follow-up appointments and other instructions to make your transition from hospital to home as smooth as possible.

Part of this process involves discharging you in a timely way. If you do not have transportation at the time of discharge, we will arrange a comfortable place for you to wait in our Hospitality Suite.

What is a Hospitality Suite?

It is a comfortable and convenient place for patients who have been discharged but are awaiting transportation home.

To reach a health professional in the Hospitality Suite or to let us know what time you will pick up a patient, please call 443-718-2336.

Hospitality Suite Amenities

While waiting for your ride, you can rest comfortably in a recliner chair, enjoy a snack and read or watch television.