



UNIVERSITY *of* MARYLAND  
MEDICAL CENTER



***Adult Emergency Department  
Patient Flow Strategies***

# *Medical Admitting Officer*

## **Role**

Partner with ED team and provide oversight to provider decision-making and plan provision for Medicine Admission/Observation patients.

- Facilitate admission discussion
- Expedite AED discharges to outpatient medicine clinics
- Collaborate with inpatient medicine team for Obs >24hr

## *ED RN Flow Coordinator*

### **Role**

Partner with ED team and provide oversight to the internal operations specific to patient flow.

- Collaborate with team to identify admission/discharges
- Expedite inflow/outflow of patients
- Collaborate with PPC
- Identify and real-time trouble-shooting of delays in admissions/transfers

# *Screening Provider*

## **Role**

Partner with ED team to evaluate and facilitate flow of appropriate patients to the Urgent Care

- Provide medical screening exam for ESI 4/5
- Expedite and streamline the outflow of patients to Urgent Care
- Collaborate with AED team and Ambulatory Services

# *Physician Administrator of the Day (PAD)*

## **Role**

Partner with clinical services lines to facilitate patient flow

- Evaluate census of ED, 3DS, ICUs, and OR listing/PACU
- Review any emergent, time-sensitive, or long-wait pts on ExpressCare list
- Review anticipated discharges, units with closed beds/staffing constraints, and issues needing escalation
- Evaluate and discuss any other concerns or delays which require assistance
- Attend IDR Rounds – compile and address issues impairing discharge
- Evaluate and facilitate transfer opportunities
- Round in ED and select inpatient units

## *Intended Impact*

- Decrease delays in discharge, admission, and transfers
- Decrease left without being seen
- Improve patient throughput
- Decrease arrival to disposition
- Improve patient experience



# *Lessons Learned*



# *What's Next?*

