Revolutionizing hospital transfers.

Efficiency boosted. Staff empowered.

FROM BURDEN TO BANDWIDTH: EASING ADMINISTRATIVE TASKS FOR HOSPITAL COMMAND CENTER TEAMS

Jennifer Bartelt, M.H.A.1, Alissa Zimmerman, M.S.N., R.N., NE-BC2, Missy Hanson3, Trina Pierce4, Abby Wytaske5, Pam Maxson, D.N.P., R.N.6, Brian Brady7, Erica Loomis, M.D.8, Mary Bany, M.A.9

1Division of Hospital Operations, 2Division of Nursing, 3, 4, 5Division of Hospital Operations, 6Division of Nursing, 7Division of Hospital Operations, 7Division of Surgery, 7Division of Hospital Operations

BACKGROUND

Hospital census challenges pose a significant obstacle to efficient patient transfer care, leading to increased wait times for available beds. Recognizing process improvements are needed to ensure patient safety, quality, and satisfaction.

The Mayo Clinic Midwest Admission and Transfer Center (MATC) facilitates all requests for patient transfer, consultation, and telemedicine activation across 19 hospitals in Minnesota and Wisconsin. The MATC team is comprised of 34.70 Full-Time Equivalent (FTE) Registered Nurses (RNs).

OBJECTIVE

To improve communication and coordination between referring and accepting facilities, it was crucial to establish new workflows. Acknowledging the anticipated 9% growth in demand for the Registered Nursing (RN) workforce over the next decade2, with projected national shortages surpassing 194,500 annually3, a strategic approach was necessary.

IMPLEMENTATION METHODS

1. Electronic Tools (AI phone chat bots and order sets)

- Prioritization of Cases
- Electronic Transfer Orders

2. Electronic Transfer Orders

- To further enhance the workflow, an option for referring providers to request non-urgent transfers through an electronic transfer order will be added. The goals of this new work stream were to eliminate referring provider’s time waiting on hold and decrease RN time documenting the request.

RESULTS

- By transforming the transfer center practice to optimize RNs in work off the top four steps, clear reductions were noted.
- Decreased RN FTE by 17%.
- The implementation of two new TC positions was accompanied by the establishment of new workflows aimed at enhancing quality and supporting patients throughout their transfer journey. Call center metrics are a key component of this approach, with high satisfaction1.

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REgulated flTimes | ANA (nursingworld.org).

REFERENCES

