

# Med/Surg/Tele Throughput

## Problem

Patient throughput is measured from the time a patient enters the hospital to the time they leave. Poor throughput presents adversely affects a hospital revenue cycle as well as the patient care experience.

There are three generally accepted phases of throughput:

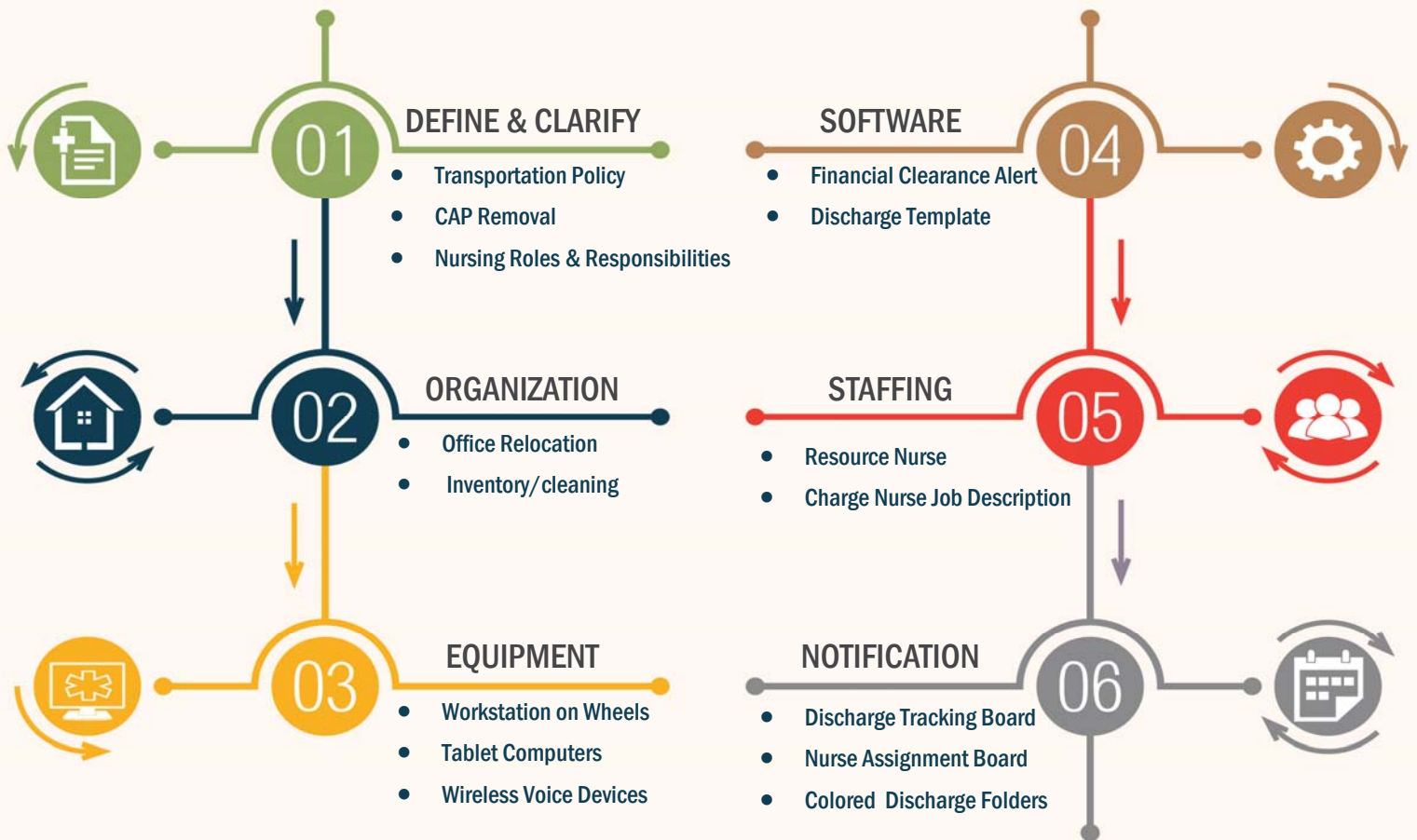
- Admission Process
- Duration of Inpatient Care
- Discharge Order to Exit Time

Meridian determined that it would be most beneficial to its hospital client to initially improve the discharge phase of throughput. Meridian affirmed that there several opportunities for improvement.

### Discharge Metrics

1. Average length of time from discharge order submission to room readiness: **3.8 hours**
2. Average time-of-day a discharge occurred: **4:52pm**

## Solutions



## Results

Through collaboration and trust, Meridian was able to create innovative solutions to multi-faceted problems. Dissemination and transparency of information was improved, staffing was optimized and technology has been incorporated to enhance ease and speed of discharge order submission. The discharge process is more efficient and staff and patient satisfaction has improved.