

# Emergency Department Temporary Relocation

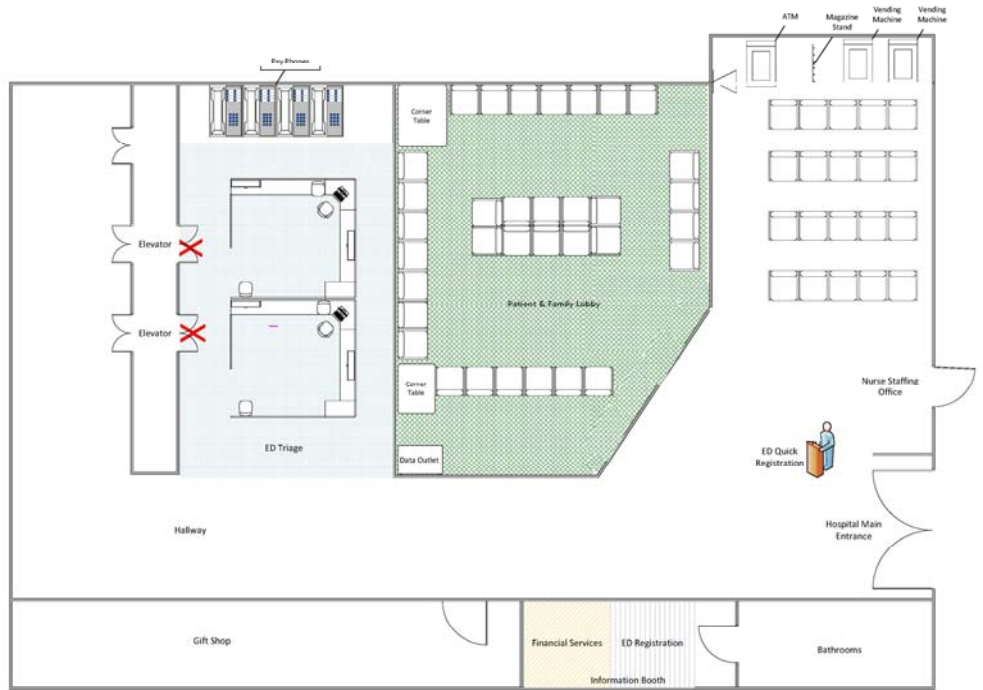
## Problem

Meridian contracted with a hospital that was undergoing a remodel of their Emergency Department waiting room. This remodel meant that the normal flow of patients visiting the ED would be disrupted. The remodel was expected to take 2 weeks and an alternative plan was needed to ensure patient safety and satisfaction were not compromised, federal and state laws were met and that there was minimal impact to the other hospital departments. Meridian's Lean Six Sigma team was engaged 2 weeks prior to the start of the remodel so a plan had to be devised quickly.

## Solutions

### Meridian's Lean Six Sigma team:

- Assessed the facility
- Presented 3 viable options to the client
- Provided an outline of the selected plan
- Coordinated logistics including:
  - Internet/phone access
  - Computer/EMR access
  - Facilities for triage area
  - Patient & family waiting area
  - Designed patient registration area
  - External communication to patients and families regarding relocation
  - Patient transportation needs
  - Redirecting patients and families to other hospital departments



## Results

Meridian's ability to assess the situation quickly, provided 3 viable options. Once selected, timely implementation enabled this hospital to successfully relocate their ED waiting area while the remodel was completed. The remodel took a total of 3 weeks to complete and because Meridian's plan was carefully followed, patient care, safety, and satisfaction were never compromised.

