



# 2015 Annual NURSING REPORT



**ST. MARY'S**

Healing BODY, MIND and SPIRIT.



## NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS

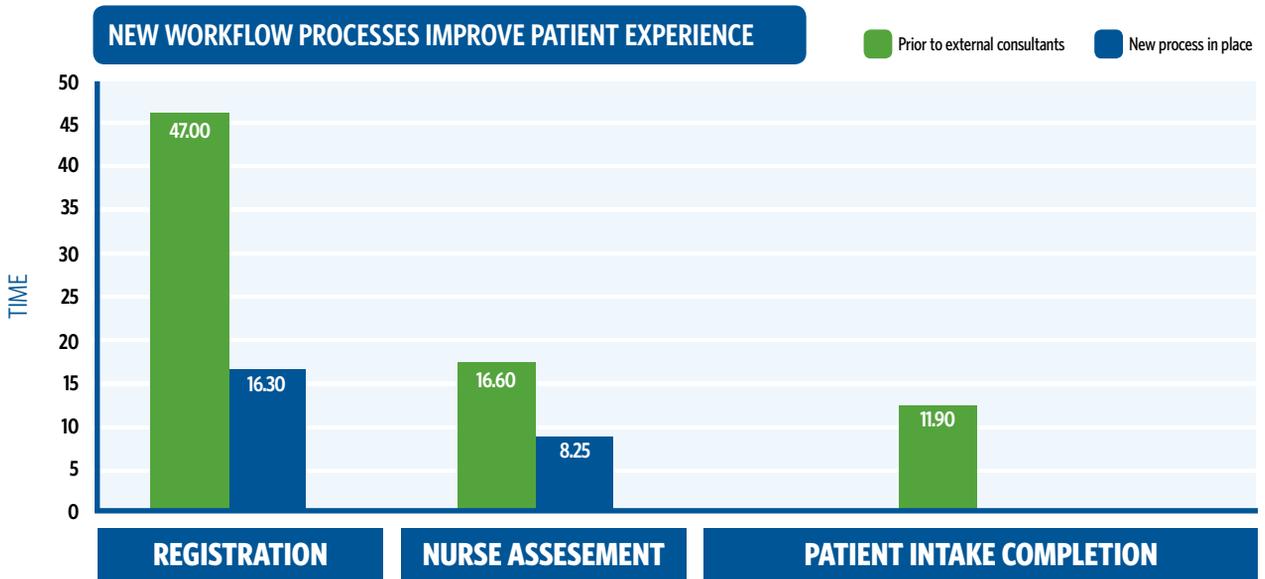
# Nurses Involved with Technology Design/Implementation Reduces Patient Throughput

After the opening of the new Urgent Care Epworth in February 2014, one of the goals was to reduce the time for the patient to see the provider.

PatientTrak is a cloud based patient registration software that was installed for the Imaging and Laboratory Services that were in the same building as the Urgent Care, but had not been planned to be used within Urgent Care. Once the new facility was up and running, it was apparent that an application that could improve the efficiency to track patients would be a tremendous asset. The Urgent Care staff observed how it was used in Imaging Services and thought that it would be a valuable technology to include in Urgent Care. They verbalized that it could improve patient flow and decrease patient wait times; therefore improving the patient experience. Up until implementing PatientTrak, throughput data was collected by hand and not completed until the end of the day

Urgent Care Clinical Supervisor Lynn Johnson, BSN, RN, IBCLC, RLC and Clinical RN Cameron Presley, RN met with PatientTrak administrator, Audrey Franks to design the system for the Epworth Urgent Care setting. Ms. Johnson and Ms. Presley wanted to break down their current throughput data collection into four separate segments: 1) door to registration; 2) registration to nurse assessment; 3) assessment to provider exam; and 4) provider exam to discharge. They were excited that this real-time data would help them identify patient flow bottlenecks so they could address them immediately.

PatientTrak was operational August 4, 2014 after everyone was trained on how to use its features. During the training, the trainer suggested they could continue to tailor processes, but suggested they use it first and then send her requests. After two weeks of using the system, specific modifications were requested by the clinical nurses and staff. Ms. Johnson sent clinical nurse and staff suggestions to the Ms. Franks, to modify the system. The staff has been very pleased with the reduction in patient throughput. Nurse's involvement with the design and implementation of PatientTrak has reduced time for patients to see the Urgent Care Epworth provider and improved their experience.





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