

## **Reducing Treatment Delays for Victoria General Hospital Non-Admitted Emergency Department Patients**

**Executive Sponsor:** Jan Currie

**Project Sponsor:** Beth Brundson-Clark

**Program/Dept:** Emergency

**Project Manager:** Trevor Strome

**Start Date:** January 2008

**Finish Date:** April 2008

The purpose of this project is to enhance the flow of non-admitted Victoria General Hospital Emergency Department patients through the reduction and/or elimination of waste and delays in processes and workflows relating to patient care and treatment. (Non-admitted patients are defined as those patients not assigned to another clinical service for admission to the hospital).

The project team will examine and streamline processes internal to the Emergency Department or at the interface with outside services (such as other medical services, consultants, DI, labs, pharmacy, EMS). Tools and techniques for this project may include director, management, staff, and patient surveys and will utilize process improvement methodologies such as LEAN and PDSA.

Excluded from this project will be an examination of processes exclusive to the treatment and care of admitted patients in ED and those processes internal to departments other than the Emergency department (such as Medicine, Surgery, DI, labs, pharmacy, EMS).