

## **HSC ED Front End Process Redesign**

**Executive Sponsor:** Adam Topp, Jan Currie/Lori Lamont

**Project Sponsor:** Laverne Sturtevant

**Program/Dept:** Emergency

**Project Manager:** Frank Krupka, Cameron Robertson

**Start Date:** November 2008

**Finish Date:** July 2009

A recent incident highlighted concerns with the Health Sciences Centre's Emergency Department (ED) waiting room and front-end processes. The HSC ED "front end" is defined as the point from which the patient enters the ED to the point the patient is moved to a treatment room for assessment and care. This includes the Minor Treatment Assessment area. The evolving care model has led to a variety of different roles without clear definition and transitions that compromise the quality of the patient experience and patient safety.

Using Industrial Engineering tools, the goal of the project is to redesign a process through the patient's eyes that when implemented will ensure timely patient registration and admission. This includes redesign of the staff work flows and recommendations to physical plant changes.