

Work Instructions for The Emergency Department

- Patients must be cared for in sequence. To assure proper and equitable care and they can not by-pass processes or be cared for out of order. Each dot represents a work unit of approximately 5 minutes
- Patients must be cared for properly with safety and quality in mind. Dots must be inside the circles for the procedure to meet requirements
- Patients must be escorted by Transport from the waiting room and between all processes in groups of 5. When you have completed your care-giving responsibilities, call for Transport to move the patients to the next process
- If the process runs out of dots, patients, or anything needed call for the Supplies person to order more
- Quality Assurance will inspect each patient after they have been discharged to assure that the patient has received quality care. QA will track the Quality measures and the throughput time (time from start until first batch of patients completes treatment)
- No process changes are allowed during this round as we want to understand and baseline the current process
- Run for 5 minutes. When time is up, STOP and STEP AWAY from your patients