



OPERATIONAL DEFINITION

MEASUREMENT: Percent of Patients Delayed

I. Description and Rationale

This measure answers the question:

How efficiently is the flow through the ED, PICU, and PACU to beds on inpatient units?

This is a composite measure of (1) ED patients waiting 1 hour or less for admission, (2) patients waiting less than 1 hour for a transfer from the PICU to a unit, and (3) patients waiting 10 minutes or less in the PACU for transfer to a unit. It measures the percent of patients who were delayed from either of these units to an inpatient bed. A delay is defined as:

<u>Flow</u>	<u>Delay</u>	<u>Time Measured from</u>
ED to Inpatient Bed	Greater than 1 hour	ED phone call to admitting until patient arrives on the unit
PICU to Inpatient Bed	1 hour or Greater	Time the transfer order is written until the patient arrives on the unit
PACU to Inpatient Bed	Greater than 10 minutes	Time discharge criteria is met until the time the patient actually leaves the PACU

II. Population Definition

Population includes: 1) All patients who transfer from the PICU to an inpatient bed, 2) patients with a PACU stay who are admitted to an inpatient bed, and 3) ED patients who are admitted to an inpatient bed.

III. Data Source(s)

<u>Flow</u>	<u>Data Source</u>
ED to Inpatient Bed	KIDS
PICU to Inpatient Bed	KIDS, ICIS
PACU to Inpatient Bed	Cindi Bedinghaus, Sr. Clinical Director SDS/PACU/A3N – manual log.

IV. Sampling and Data Collection Plan

<u>Flow</u>	<u>Data Source</u>
ED to Inpatient Bed	All ED patients that are transferred to an inpatient unit
PICU to Inpatient Bed	All patients who are transferred from B6W to an inpatient unit are collected out of the KIDS system. A random number generator is run to randomly pull 30 of these transfers. These patients are manually looked up in ICIS to get their transfer order information.
PACU to Inpatient Bed	Data is collected the 2 nd week of every month (Monday through Friday) for all patients with a PACU stay

V. Calculation

$$\text{Percent of patients delayed} = \frac{N_1 + N_2 + N_3}{D_1 + D_2 + D_3}$$

where:

N_1 = Number of patients who are admitted through the ED and wait more than one hour from the ED phone call to admitting until arriving on the unit

D_1 = Total number of patients who are admitted through the ED.

N_2 = Number of patients waiting more than 10 minutes in the PACU for an inpatient bed.

D_2 = Number of total cases (excluding SDS) entering the PACU.

N_3 = Number of patient transfers from the PICU to an inpatient bed who wait 1 hour or more from the time the transfer order is written until the patient arrives in their step-down inpatient unit.

D_3 = Total number of patient transfers from the PICU to an inpatient bed

VI. Analysis Plan and Frequency of Reporting

Results are reported quarterly on the CCHMC Hospital scorecard. A quarterly run chart is available.

VII. Reporting Venues

- Results are reported on the CCHMC Hospital Scorecard under “Health Care Delivery”

VIII. Limitations

- The measure of patients delayed from the PACU to an inpatient bed is subject to sampling error.
- The ED and PICU flow measure defines arrival on the unit as the stop time while the PACU measure defines leaving the PACU as the stop time (a surrogate for arrival to the unit).
- PACU delays represent delays in the PACU as well as delays on the floor. For example, they could be delayed waiting on orders to be written. In other words, the delay doesn't just represent floor or transportation delays.

VIII. Experts/Resources

X. Revision History

Version	Primary Author(s)	Description of Version	Date Completed
Draft	AMA		12/30/2005
Final	AMA	<ul style="list-style-type: none">Added limitations	01/26/2006
Revision 1	AMA	Sampling Plan for PICU delay measure	6/30/2006