Background

An Ohio hospital operates two urgent care sites: Urgent Care North and Urgent Care South. Time spent in an urgent care is critical to patient satisfaction. In September of 2011, LOS was observed to be an average of 99 minutes, which could cause patients to present to the ED (a serious business and quality concern).

Current Situation

Goal

LOS from Registration to Discharge Median < 60 Minutes & Defects (>90 min) <20%

Analysis

Next Steps

- Interviewing for shared nurse practitioner between the urgent care and occupational medicine during peak time.
- Response plan for control charts.