

Courage to Improve

Good Samaritan Hospital of Maryland, Inc.

Amy Evans, R.N.

Emergency Department

amy.c.evans@medstar.net

Good Samaritan Hospital of Maryland, Inc.

- Located in Baltimore, Maryland
- Member of MedStar Health
- 276 acute care beds
- 55,000 ED visits annually and growing
- Average inpatient age is 66

Team Members

- Ceci Pukacz, RN, Patient Care Manager, ED
- Kevin Scruggs, MD, ED Medical Director
- Terrance Baker, MD, ED Assistant Medical Director
- Amy Evans, RN
- Stefanie Wetzel, RN
- ED Nursing Performance Improvement Council
- Robin Craycraft, RN, Quality Review Coordinator
- Teresa Hewing, Coding Specialist

Project Aim

>90% of all pneumonia admitted patients will receive initial antibiotic therapy within four hours of arrival to the facility.



Project Description

Measures to evaluate project

- Medicare Excellence Award measure
- Chart review (starting with the emergency department chart)

Population

- Patients admitted with a working diagnosis of pneumonia

Interventions

- Chart review to determine areas of improvement
- Developed a guideline to be utilized by the triage RN (when patients are not able to be seen by a provider immediately)
- Education to medical and nursing staff
- Report to Hospital Quality Council and ED Committee

Interventions (cont)

- Individual education/review with staff member when timing fell outside the 4 hour window
- Flag potential pneumonia patients in the waiting room with PaTrack
- Included in daily nursing huddle at start of shift
- Alert reminder to staff – Possible Pneumonia Patient

Success

- Increased the number of pneumonia patients receiving antibiotics within the first 4 hours of arrival.
- Increased medical and nursing staff awareness
- Starting the work up of the patient in the waiting room
- Empowerment of nursing staff

Lessons Learned

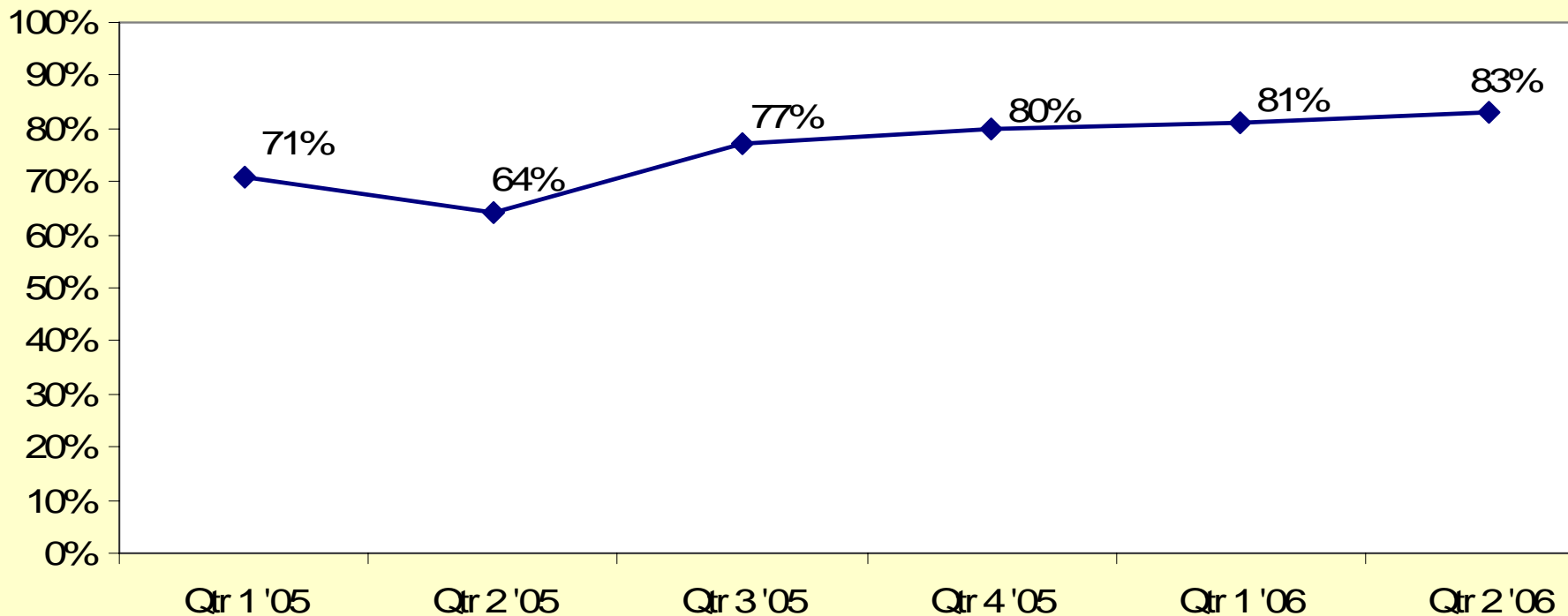
- Education
- Reminders
- Forefront

Barriers

- Direct admissions
- Patients who do not present with classic symptoms of pneumonia

Results

Initial antibiotic received within 4 hours of hospital arrival



Next Steps

- Newly implemented Alert Sheet
- Review of success of sheet