



Improving Labor and Delivery Triage at a Large Urban Hospital

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SAAD KHALIL MEMORIAL JUNIOR FELLOW QI CHALLENGE

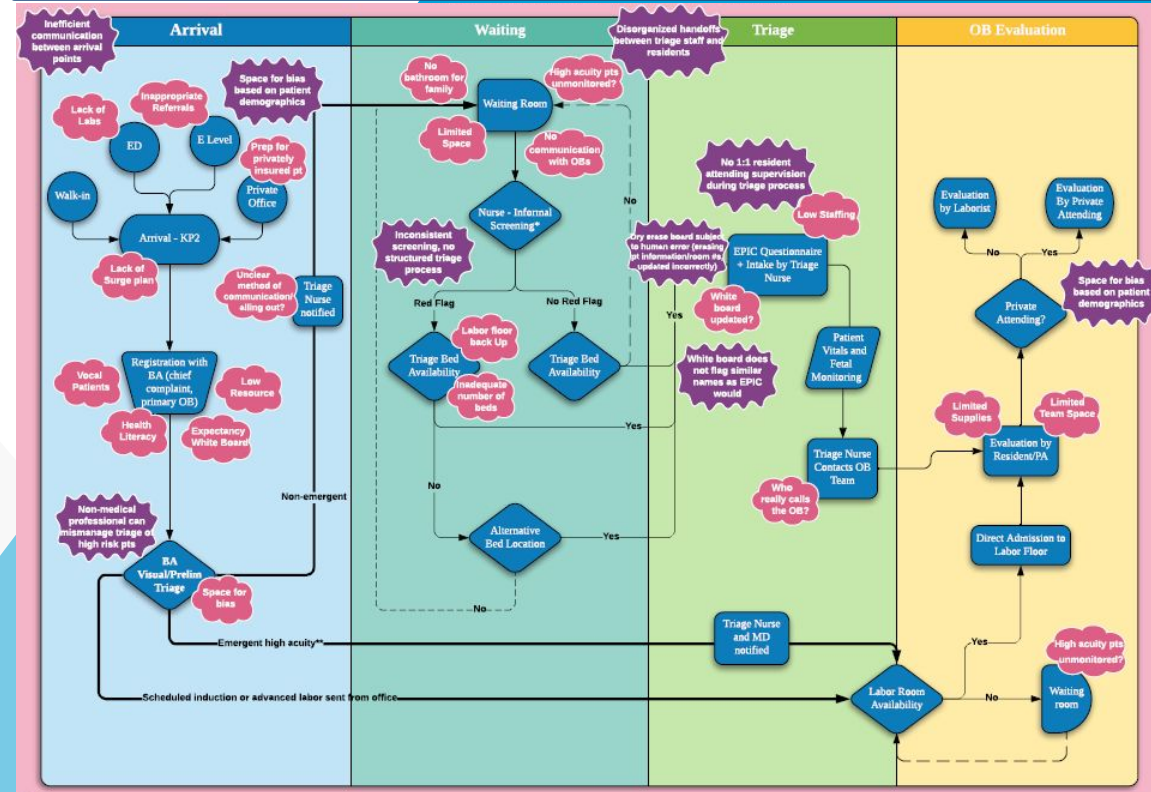
Background

- L&D triage requires additional safety measures to ensure safe patient care, and optimal management of the clinical conditions that present.
- This medical student team was tasked with understanding, and identifying areas of concern on labor and delivery triage, to improve patient safety.

Methods

- The infocus course is a multi-phase course that teaches QI methodology.
- The initial portion included brainstorming with local quality mentors, division of project components amongst the team of medical students, performing a Gemba walk during the various shifts on labor and delivery triage, as well interviewing leadership on those units.
- The team rejoined to identify areas of improvement, and potential solutions.

Process Map



Safety hazards: highlighted in purple starbursts
Areas of potential concerns or questions: highlighted in pink starbursts.

Results

1. Safety Concerns: White board system for tracking triage patients

Solution/Intervention : Digital board

- **Benefit:** Real time updates, eliminate potential for miscommunication, visible to all team members
- **Challenge:** Expense, buy-in and learning curve for staff, potential for technological malfunction

2. Waste Concerns: Back-ups in triage and patient overflow into inappropriate spaces

Solution/Intervention : Expand floor and building space

- **Benefits:** Increase bed availability to accommodate more triage, delivery, and postpartum beds
- **Challenges:** High cost, disruption of OB/GYN and other services
- **Alternative Solutions:** Decreasing the goal length of stay to 24h PP for vaginal and 48h PP for c/s.