Behavioral Health Holding Area

2 East
Reason for Action

- Average of 5 behavioral health patients held in the ED daily

- 17 bed ED (including 3 fast track chairs)

- 29% of ED beds unavailable for medical patients

- ED beds occupied by behavioral health patients averaged 86 hours/day
Design an area for holding ED psych/behavioral health patients with as little structural changes as possible to minimize cost. Set up a sleeping area, private room, activity area, nursing area, and medication prep area.
2P Design, Organize, and Layout

- Board of Directors approved former cardiac rehab space for new holding area
- Located directly across the hall from the ED
- Team members:
  - ED Manager
  - ED Medical Director
  - Behavioral Health Coordinator
  - ED RN
  - Plant Operations
  - Pharmacy
  - Housekeeping
  - Dietary
  - Infection Control
  - Materials Management
7 Flows

- Patient
- Staff
- Family/Friends
- Outside Agencies
- Information
- Supplies
- Equipment
- Quality
Experiments

7 How’s
Ideal State
2 East Today

Entrance and security desk
2 East Today

Telepsych Room
2 East Today
Sleeping Area
2 East Today
Medication Room
2 East Today                     Private Room
2 East Today
Activity Area
Mobile Work Station and Locker Area
2 East Today

View from Office
• ED beds occupied by behavioral health patients average 4.7 hours/day

• LWBS now 1.8%

• BH patient LOS averages 45 hours

• Telepsych implemented in October 2016
What’s Next?

- Continuous improvement:
  - Staffing
  - Documentation
  - Case Management
  - Patient Safety