



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.

Target State

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



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

2 East Today

Activity Area



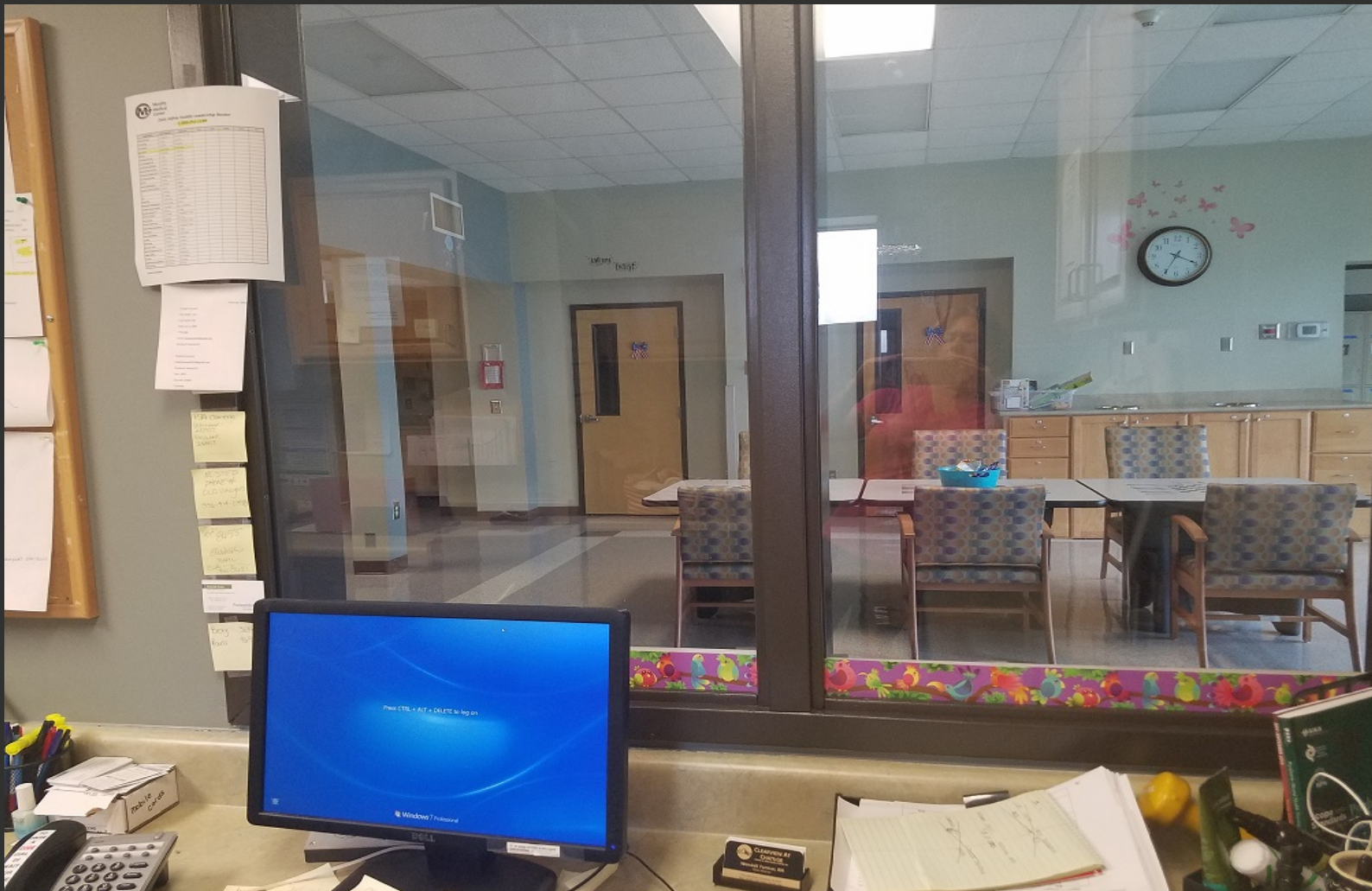
2 East Today

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

Confirmed State

What's Next?

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