

Overview

Baylor Scott and White Medical Center - McKinney is a full-service hospital network that provides an extensive scope of healthcare to patients with diverse medical conditions

BSW - McKinney utilizes top-of-the-line innovation and high-quality infrastructure, and their medical providers and nurses have courageously served the surrounding community on the frontlines during the COVID-19 Pandemic

As of January 2021, BSW - McKinney seeks to implement a Fast-Track system in their Emergency Department (ED) to (1) improve patient turnaround time (2) increase number of patients seen and (3) decrease rate of walk-outs

Problem



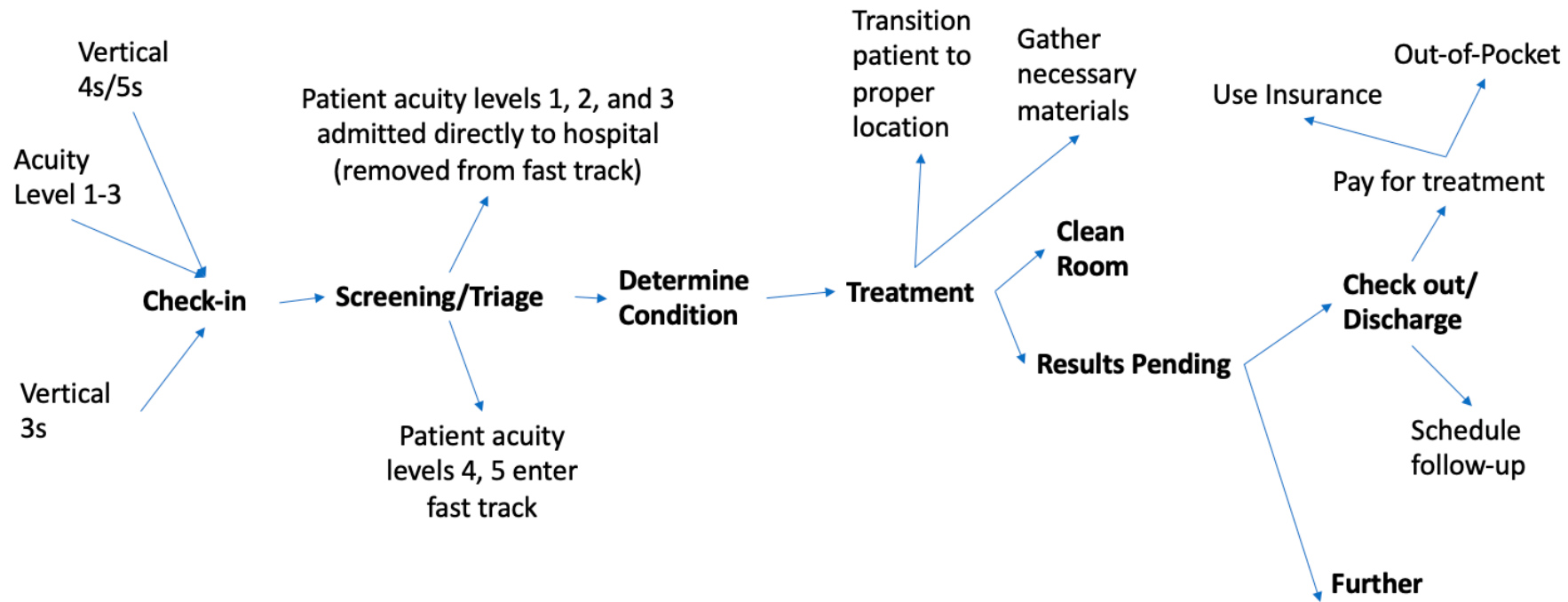
The ED currently experiences significantly elevated wait times, resulting in overcrowding to disastrous NEDOC levels



Long wait times prolong treatment for patients in need of care and discourage potential patients from seeking treatment



Patients classified with higher acuity levels can unnecessarily crowd the ED system and use up valuable hospital resources



01

Create

- Create multiple low acuity patient process flows based on the highest volume processes: Lab Work and Radiology

02

Model

- Model current state of operations based on provided data to simulate process flow, identify bottlenecks, and determine how to improve metrics

03

Implement

- Implement findings into the Fast-Track system to improve process flow and achieve metrics

Solution