

MedStar Health Performance Improvement & Analytics Case Study

Overview

The primary objective of this integration project is to consolidate & optimize the business functions of the MedStar Transfer Center (MTC) and the Georgetown Physician Access Center (GPA). The project aims to standardize workflows, improve communication, & streamline resource utilization across MSH.

The Challenge

The current operational framework involves two distinct access centers, each functioning under separate operating models and utilizing diverse resources. This structure has led to significant challenges in the coordination & efficiency of patient transfers.

The Approach

Leveraging MSH SMART methodology, a stakeholder identification & analysis was performed. A detailed project management plan was developed including all deliverables necessary for integration.

Results

The primary intake process was standardized & optimized in an onsite workshop. Pathway standardization and updates are in progress. Change management engagement was conducted in an onsite workshop to support the integration of the two teams.

Key Outcomes

RN Licensing completed in both DC and MD, (2) HR move to Bay Life, benefits and compensation equity review (3) Patient financial services increased staffing to address all MSH transfers 24/7 (4) Change management engagement supported integration (5) Standardize process from "request to transfer to bed assigned" was designed (6) Link pathways to share point was developed

Why It Matters

Critically ill patients require timely placement in a critical care bed because delays in access can lead to preventable deterioration, increased complications, and prolonged LOS.

Key Takeaways

- Consider studying Bright Spots (aka Positive Deviants) that are already performing well
- Consider inviting a colleague from Change Management to help drive success

Team

Performance Improvement & Analytics, Change Management, Information Services Operations

Learn More

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