

HOSPITAL CROWDING COUNTERMEASURES

Colleagues

As many have appreciated over the last 4 weeks, the hospital is operating beyond our existing capacity. We know this has impacted some of you and your patients.

A multidisciplinary leadership team has been meeting multiple times a day to solve problems and work through barriers. Our focus has been to safely transition our patients as early in the day as clinically appropriate to prevent prolonged stays in the Emergency Department, delays in the operating room and procedural suites, and to allow us to accept patients through the Transfer Center.

You can help with our record hospital crowding. Please:

1. Have your team write conditional discharge orders the day before discharge whenever possible.
2. For other patients where the discharge decision is made that day, please write the discharge orders immediately.
3. For patients who live far away from SHC and where clinically appropriate, SHC is willing to cover all costs associated with an overnight stay in a local hotel, rather than staying an extra night in the hospital.
4. Be patient and supportive of the leadership should they contact you to ask whether discharge orders are appropriate.
5. Escalate case management issues – PT, home evaluation, SNF, etc – promptly to case manager who can escalate to leadership as appropriate.

Finally, case managers have \$5.00 Starbucks gift cards for teams who discharge patients before noon!

Remember, by entering conditional discharge orders the day before, we allow case managers, nurses and care teams to communicate with families and patients so that they can arrange rides, leave home at appropriate time and in general ease their anxiety.

Thank you,

the crowding management team.