

# Emergency Department Throughput: The Impact of Vertical Care



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## Background

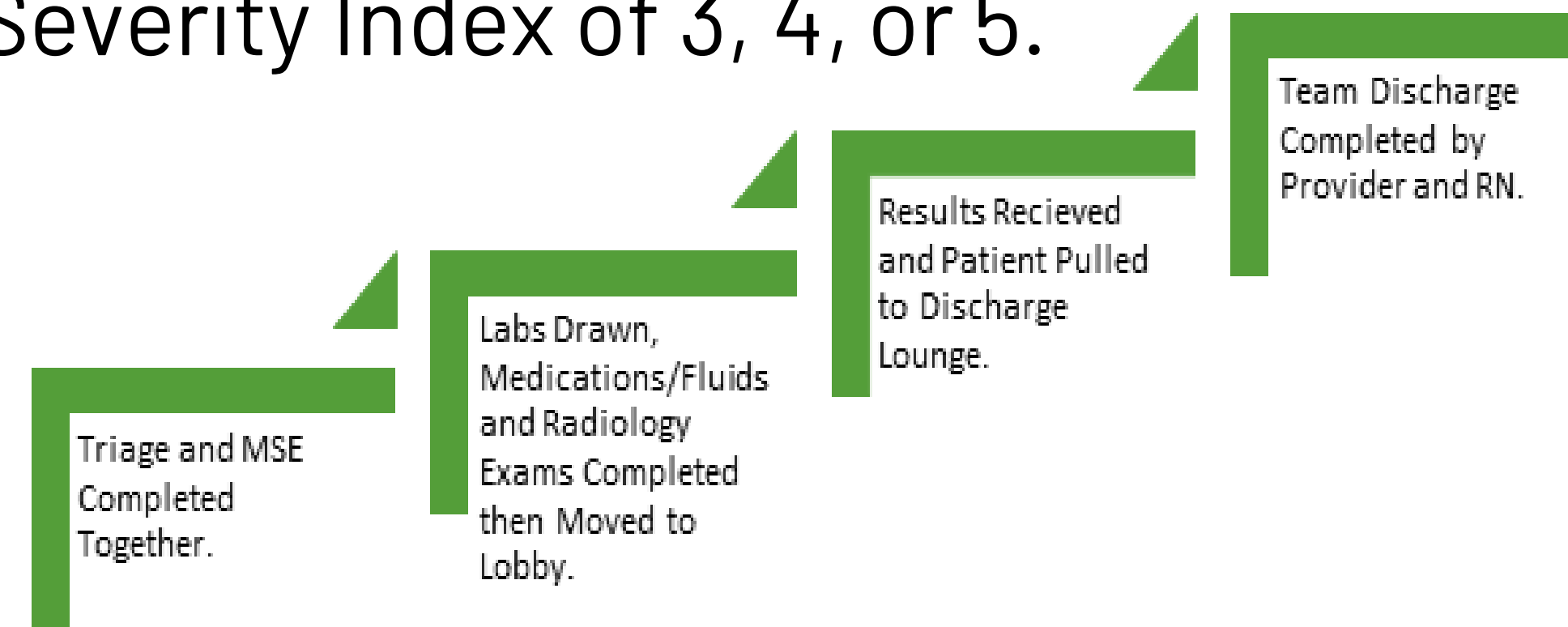
Providence St. Mary Medical Center (SMMC) is located in Apple Valley, CA and is a community hospital that holds 60% of the market share in the area. The Emergency Department (ED) was designed to see an annual volume of 35,000 patients. In 2022 the ED saw roughly 78,000 patients. The average daily volume is 240 patients with surges of 300+ patients. In 2021 the ED LOS was >222minutes for patients that were discharged home.

## Purpose

To reduce the length of Stay (LOS) for patients that are discharged home from the ED to 180 minutes or less.

## Methods

Implemented a vertical care process for patients with an Emergency Severity Index of 3, 4, or 5.



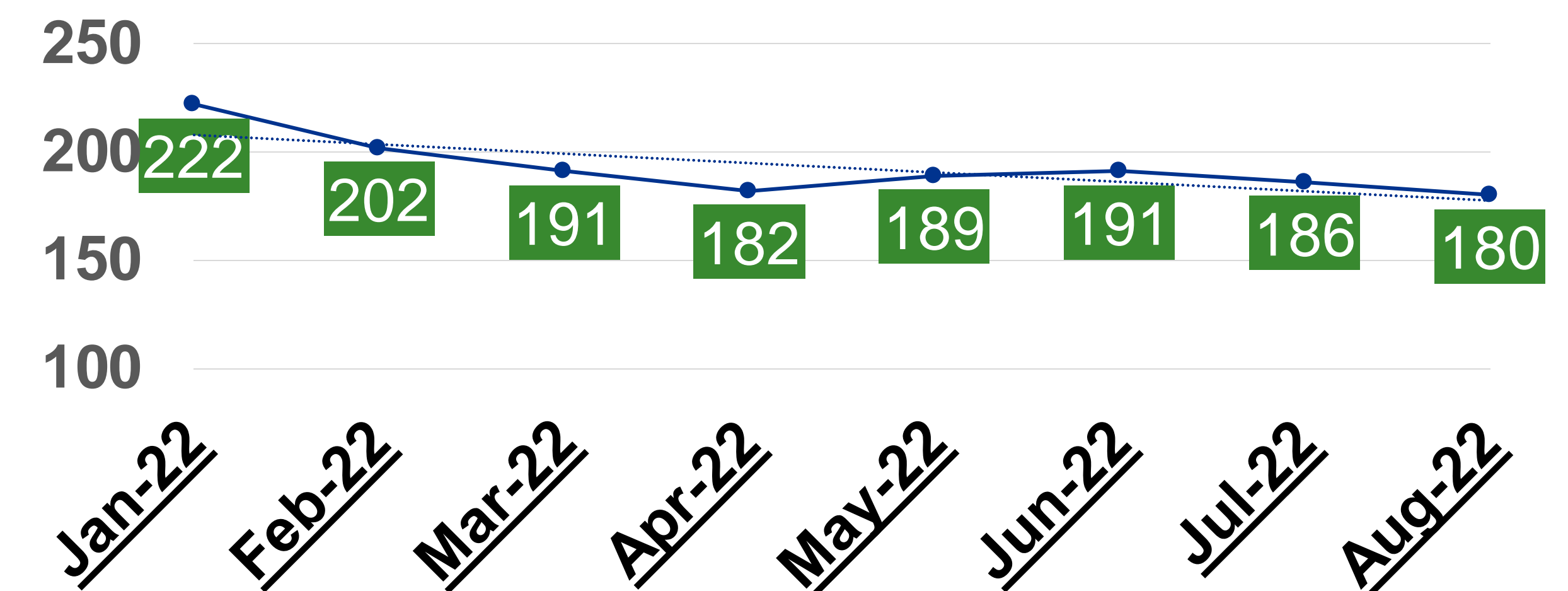
## Discussion

A monthly ED Throughput Committee was formed. This group was made up of ED Physicians and Leaders, Radiology, Laboratory, and Registration Leaders. Every aspect of the ED patient flow was reviewed and tweaked to improve the process.



## Results

**ED Discharge Length of Stay**



## Implications for Practice

As ED volume continues to increase the need to implement vertical care is not only possible it can be done safely and efficiently. With the implementation of vertical care SMMC was able to reduce the Discharge LOS by 42 minutes in less than a year.

## Acknowledgments

I would like to recognize the ED leadership, our Executive Leadership team and the collaboration with Vituity.

**For references and additional information, please use the QR code above to view the electronic poster online.**