

PRESENTATION DATE GOES HERE, 8PT ARIAL CAPS



WRHN

Waterloo Regional
Health Network

Ambulatory Care Area (ACA) Optimization

Midtown Process

Patient Presents to Emergency Department

- **Triage process** remains the same
- Patients are to be **seated in the waiting room** after registration
- **ACA Flow Navigator** (ED Clerk) will come to triage and bring patients to ACA Chairs – (night shift route) No longer through IC
- Patients waiting for **Physician assessment** will be seated in the waiting room near Educator/NP office.



ACA Process

- **Flow navigator** brings patients into rooms
- **Rooms 49-52** are **Physician assessment rooms** only – NO treatment
- Physician signage posted – laminated hook
- Once Physician assesses – **flow navigator** places patients back to WR for nursing to pull into room for treatment
- **Room 52** can be the **consultant/ reassessment stretcher** if patient requires additional examination.
- **PACS** moved beside Cast station in physician room
- **Standing desktops** available x2 for physician use
- **Waist level power bars** to be mounted for rooms 49, 50, 51 (for WOWs)





Nursing Process in ACA

- Nursing assignment to optimize efficiency
- **Nurse 1** – Assigned to **rooms 42-44** – must be responsible for assigning name to patient and bringing patients to rooms
- **Nurse 2** – Assigned to rooms **46-48** – must be responsible for assigning name to patient and bringing patients to rooms
- Patients that have been **assessed by MD** – will be placed in chairs near X-ray and exit (colour coding)
- **1100-2300 Nurse is the break reliever** so always 2 nurses managing assignments
- This nurse can also help with **opening the HUEP** and help with discharges
- No patients occupy beds for long periods of time.

reassess space after 1600

HUEP



-  Nurse Assignment 1 (42, 43, 44)
-  Nurse Assignment 2 (46, 47, 48)
-  Intake waiting room
-  Waiting area after MD assessment

ACA Process

- We have **removed the gate/ vending machine** beside the bathroom to add more chairs
- We will be **de-cluttering this area** since the doors have been removed from room 52 and 49
- **Desk will be removed** and nursing will work from WOWs. Increasing nurse safety and flexibility. This will also allow for scanning of patient arm bands, medications, specimens once rolled out
- Approximately **10 additional chairs** will be added
- **Relocating linen** cart to add discharge/reassessment space / chair
- We will be creating a **handout for patients** - for better patient experience to explain the process
- **Signage** already exists in patient rooms regarding ACA process
- Nursing to review **Inclusion/ Exclusion** criteria for ACA

NP Considerations

- NPs will continue to work independently and autonomously **within the ACA** area of ED
- NPs will be responsible for moving their own patients and **only utilizing room 48**
- The **nurse assigned to these beds** will complete orders entered by the NP

Inclusion/Exclusion Criteria for ACA

Criteria Adult Patients (greater than 18 years)

Category	Inclusion Criteria	Exclusion Criteria
Ambulatory Status	Walks independently or with minimal assistance; no stretcher/wheelchair required	Requires stretcher
Vital Signs	Stable vital signs	Requiring oxygen
Mental Status	Alert and oriented (GCS 15)	Altered mental status, seizures
Presenting Complaint	Minor injuries; mild pain; URI; uncomplicated GI or urinary symptoms; minor dermatologic issues, etc.	Cardiac chest pain with ST changes, SOB not responding to puffer medical directive, neurologic deficits, hemorrhage, sepsis
Behavior/Safety	Cooperative, safe behavior	Intoxication, acute psychiatric emergency, violent behavior
Special Populations	—	Pregnancy with complications; Immunocompromised with risk of infection; Elderly >75

Inclusion/Exclusion Criteria for ACA

Criteria for Pediatrics Patients (less than 18 years)

Category	Inclusion Criteria	Exclusion Criteria
Vital Signs	Age-appropriate stable vitals	Requiring oxygen or abnormal vitals that require ++ workup
Mental/Developmental Status	Alert, interactive, appropriate for age	Altered consciousness, seizures
Presenting Complaint	Minor injuries; mild viral illness; mild asthma responsive to inhaler; simple rashes; ear/throat pain, etc.	Respiratory distress, dehydration, non-accidental trauma
Care Needs	No IV fluids, IV meds, or admission required	Requires IV therapy, admission, or continuous monitoring
Age-Specific Risks	—	Fever in infants less than 3 months old