

**Hospital Name:**  
Wilson Memorial Hospital

**Address:**  
915 W. Michigan Street  
Sidney, OH 45365

**Contact:**  
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2006 ED Volume: 28,630  
Growth from 2005: unknown  
Total Staffed Hospital Beds: 101  
Acute ED Beds: unknown  
Fast Track: No  
Clinical Decision Unit: No

**Problem to be Resolved:**  
Efficient throughput and short average length of stays must be maintained

**Key Words:**

- Left without being seen (LWBS)
- Fast Track

**Lessons Learned:**  
Rather than adopting every “best practice” initiative available, Wilson Memorial Hospital only uses those actually which work for them, and discontinues processes that hinder patient flow.

**Reason for Change:**

Wilson Memorial Hospital did not need to make any changes, big or small, to improve throughput in their facility. For years Wilson has experienced fast throughput times, with ALOS for ED patients of about 78 minutes. Wilson also saw a low LWBS rate, with only about one in 300 patients leaving without being seen.

**Implementation:**

Staff at Wilson Memorial Hospital attributes their success to having excellent support from the hospital’s administration. The ED collects data to monitor patient flow, specifically looking at treatment hours per patient and patient load. This data is shared with the administrators, who give the ED whatever support is necessary.

Also critical to Wilson Memorial’s success has been having a flexible staff, which is willing to take on additional roles as needed. Staff members go through a lot of cross-training, so that they can perform different tasks as necessary. Specifically, ED staff now do all blood work and EKGs themselves, so they do not have to wait and rely on others for these services.

The ED attempted to implement a fast track unit, because it is considered a best practice at many facilities. However, while a fast track unit has been identified by many hospitals as a time-saving innovation, Wilson Memorial actually found they could improve throughput by eliminating their fast track unit. They found that they could never get the triage system worked out so that fast track could function properly. Fast track patients generally presented at the ED around the same time of day, thus the unit was very crowded at these times, and the LWBS rate was quite high. Rather than continue trying to get results from a system that wasn’t working for them, Wilson Memorial abandoned the idea of fast track, and has since seen a decrease in the LWBS rate.

**Results/Impact:**

With the continuing support of management, Wilson Memorial Hospital has been able to continue its success with efficient patient throughput.