

Problem

NM Lake Forest Hospital is a Level II + Perinatal Designation facility. Our Maternity unit has a well-defined code response for emergent OB cases which consistently results in decision-to-incision time \leq 30 minutes. However, team response in urgent situations is highly variable resulting in only 5% of urgent cases meeting decision-to-incision time \leq 30 minutes. The project goal was to increase the percent of urgent cases with decision-to-incision time \leq 30 minutes to 80%.

Project Implementation

We standardized the team response to urgent cases by implementing the following:

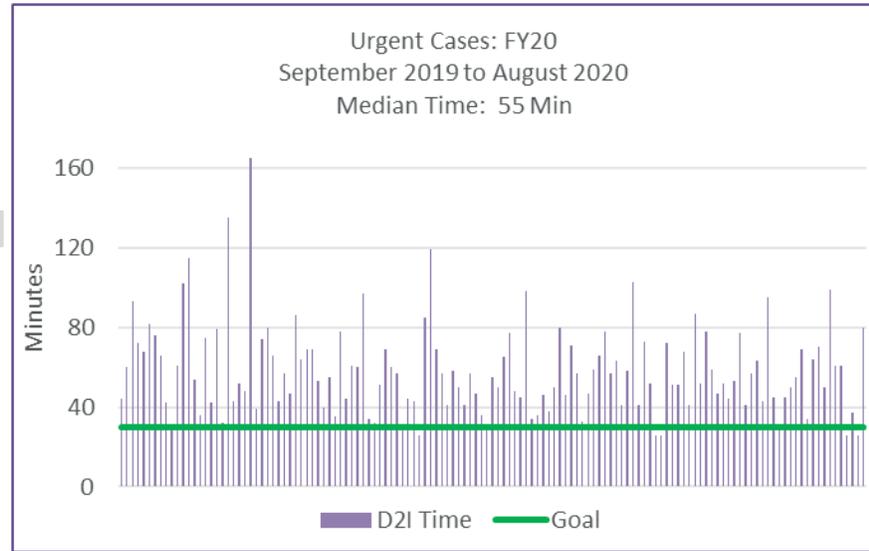
1. Adopting the term “urgent” to improve communication throughout the unit
2. Modifying the EHR to allow for documentation/identification of urgent cases in the medical record
3. Creating a code response for "urgent" OB cases, including defining the responders and expected response
4. Educating physicians and nurses on the importance of standardizing response times for both stat (emergent) and urgent cases, timely discussion and documentation of decision and incision times
5. Modifying existing reports to track cases and evaluate data

Results

Process measures are in place. The initial report seemed to not be pulling in the correct information but further investigation revealed a lapse in documentation for the incision time. We are in the process of evaluating the data to identify any barriers and opportunities. Initial data from June 14 to September 29 shows that 56% of our OB urgent cases are being completed within 30 minutes with an average of 34 minutes for all cases.

Baseline

Sept 2019 to Aug 2020



133 cases for which 30 min Decision to Incision standard could apply, i.e. “urgent” cases

5% OF CASES MET THE 30 MIN GOAL

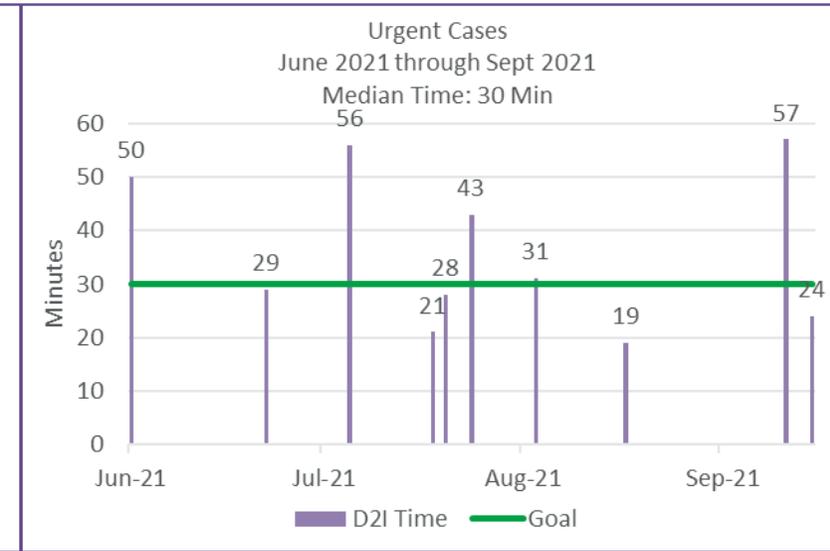
Conclusions

Adopting standard language and establishing a defined team response to urgent cases has resulted in an increase of the percent of urgent cases with decision-to-incision time \leq 30 minutes from 5% in FY20 (Sept 19 to Aug 20) to 26% in FY21 (Aug 20 to Dec 20). Since go-live of OB Urgent 30 on June 14th, we are at 50% of cases \leq 30 minutes.

We will continue to look for opportunities to improve performance in our quest to achieve a rate of 80% meeting the 30 minute response time.

Post-Intervention

Go-Live: June 14th 2021



10 cases, documented as “urgent”

50% OF CASES MET THE 30 MIN GOAL

Acknowledgements/Hospital Team

Thank you to the nurses, physicians, nursing leadership on the maternity unit, the QI and analytics team, and hospital leadership for supporting this initiative to change practice at Lake Forest Hospital.