

Leading the way in enhanced emergency department care

Lawrence Memorial Hospital of Medford and Melrose-Wakefield Hospital are leading the way in enhanced patient care by implementing a new patient-centered transfer process for patients admitted to the hospital through the Emergency Department (ED). The new process, a first of its kind among Boston area hospitals, enhances the patient experience with a targeted focus on clinical quality and safety, and patient satisfaction during transfer from the ED to an inpatient unit.

Over the past year, a multi-disciplinary team of Hallmark Health System (HHS) physicians and nurses have been working to enhance the efficiency and quality of emergency care, reduce wait times and increase patient and family satisfaction. Inpatient nurses now go to the ED to receive reports in person, on patients that will be admitted to the hospital floor. This transfer of care takes place at the patient's bedside in the ED and includes the patient, any family members, the ED team who have been caring for the patient (a physician or physician assistant as well as a nurse) and the inpatient nurse who will take over care for the patient. This bedside report allows the patient and their family to become familiar with the medical diagnosis, initial treatment plan and allows them an opportunity to alert the care team to additional information that may be beneficial to the care of the patient. Once this transfer of care is completed, the nurse accompanies and acclimates the patient to their inpatient room.

This enhancement to the patient experience is the latest in a series of innovative patient care improvements made in the EDs at both HHS hospitals. The EDs have successfully reduced the overall length of stay for patients by over 30 minutes on average utilizing methods such as promptly bringing patients



Emergency Department physician Shannon Bottari, MD discusses her patient's treatment plan with her nursing colleagues before she is admitted to an inpatient unit at Melrose-Wakefield Hospital for continued care. This step is part of a new patient transfer process at both HHS hospitals.

arriving in the ED to an open bed when it is available, providing bedside registration and utilizing technology to quickly alert staff if a patient's condition is deteriorating.

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"Our ED team has a passion for clinical excellence," said Deborah Cronin-Waelde, RN, MSN, ONC, system director of Emergency Services at HHS. "Our nurses and physicians are taking care to the next level by meeting at the patient's bedside to enhance the patient's overall experience with us. We believe our new patient transfer system will be a best practice model for hospitals throughout Massachusetts."

To learn more about Emergency Services, visit www.hallmarkhealth.org and select "Programs."

Learn more from
the chairman of
Emergency Services.

