

IMPROVING CARE FOR EMERGENCY DEPARTMENT BOARDERS

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Changes to implement to improve quality of care and decrease the volume of Emergency Department (ED) boarders.

INTRODUCTION



WHAT ARE ED BOARDERS?

Boarders are patients who remain in the emergency department (ED) after being admitted but have not yet been transferred to an inpatient or observation unit.

(American College of Emergency Physicians, 2018).

BACKGROUND

“BOARDING HAS BECOME ITS OWN PUBLIC HEALTH EMERGENCY”

- Emergency Physicians, 2022

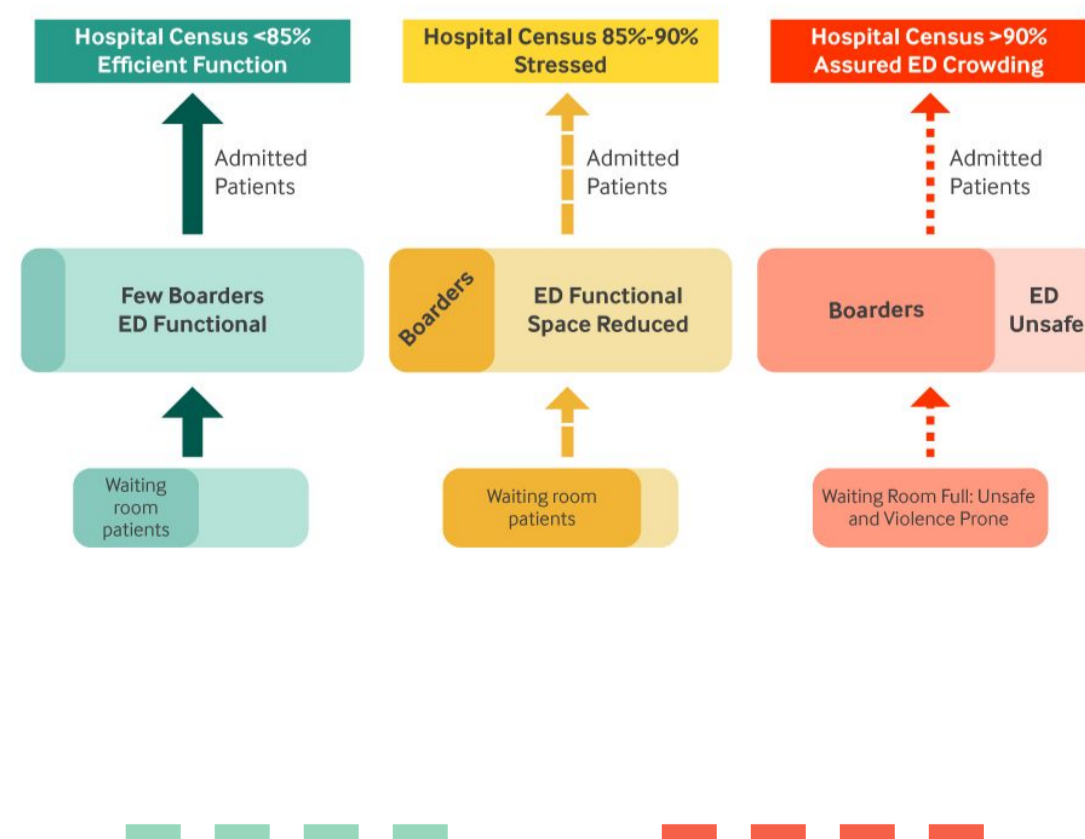
- Greater than 90% of U.S. EDs reach stress beyond the breaking point, even prior to the Covid-19 pandemic
- ED patient boarding greater than 8 hours rose 130% from 2012 to 2019
- In the last 2 decades, admissions rose 21%, while acute care hospitals and staffed beds decreased by 7%

(Kelen et al., 2021)

RESEARCH

HOW DO BOARDERS IMPACT THE FUNCTION OF THE ED?

- As the number of boarders increase, functional space in the ED decreases.
- This can create a stressful environment for patients and healthcare workers.
- It also creates longer wait times in the waiting room as in the care rooms of the ED.



WHAT CAN BE DONE NOW?

- Take classes as a refresher on important skills or sterile procedures so care can be performed quickly and correctly.
- Have enough privacy barriers available for patients in hallway beds so they have the same private and focused care as they would in a room.
- Offer food, water, blankets, and pillows regularly to patients who have been waiting for extended periods of time.
- Follow up with doctors, case managers or other members of the care team to ensure that care is continually moving forward.

CONCLUSION

WHAT CAN BE IMPLEMENTED?

- Create communication plans with the interdisciplinary team that will allow for a quicker decision of discharge or admission. (American College of Emergency Physicians, 2018).
- Discharge teams can work to open beds on the floors faster for boarders waiting to be admitted. (Moroço & Pazin-Filho, 2022)
- The SISTER model (system implementation of select transfers in emergency rooms)
 - By transferring lower acuity patients out of level 1 trauma centers to nearby affiliates, volume of boarders and wait times would decrease. (Westlake et al., 2023)
- More information about implementing the SISTER model:



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REFERENCES

