Session Description:
Is your emergency department experiencing long waits and delays and high numbers of left without being seen (LWBS)? Would you like to expedite care, improve throughput, and dramatically improve patient satisfaction? Learn how one hospital with 65,000 annual ED visits slashed door-to-provider times by 49% and LWBS by 58% while improving patient satisfaction four-fold.

A rapid treatment area in your ED can expedite care significantly for your lower acuity patients, reduce LWBS and reduce overall length of stay for the rest of your patient population as well. Come hear the story of Providence St. Peter Hospital, learn the nuts and bolts of implementing this initiative, and see their dramatic results.

Tactics Discussed:

- ED Advanced Treatment Area

Presenters:
Jackie Brown, BSN, MS, Senior Director of Emergency Services
Jackie Brown has 28 years of experience in varied pre-hospital and acute care hospital operations, and currently serves as Senior Director of Emergency Services for Providence St. Peter Hospital. In addition to overseeing several hospital departments, Jackie oversees a 39 bed emergency department serving approximately 65,000 patients annually. Jackie has worked collaboratively with emergency physicians to successfully implement numerous operational changes designed to improve the quality of patient care. Ms. Brown has a Bachelor’s Degree in Nursing and a Master’s of Science Degree in Nursing, with a focus on Emergency and Trauma Care.

Lori Van Zanten, BSN, MS, Assistant Administrator/VP of Operations
Lori Van Zanten has 28 years of diverse management experience in acute care hospital operations, and currently serves as Assistant Administrator for Providence St. Peter Hospital, a 390-bed facility in Olympia, WA. In addition to operational oversight of multiple departments, clinics, and programs, Lori has implemented numerous initiatives related to ER Call Coverage, Hospitalists, Throughput, and regional referrals that have significantly improved care, satisfaction, and fiscal performance. Ms. Van Zanten has a Bachelor’s Degree in Nursing and a Master’s Degree in Community Health Administration.