Pivot Nursing: Improving Emergency Department Input

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Project Purpose

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Methodology

- Setting: 18 bed rural, community ED
- Pivot nurse will sit in window next to registration directly in front of waiting room entrance with vital sign monitor and computer. Nurse will document:
  - Chief Complaint
  - Vital Signs
  - Medical History
  - Chief Complaint
  - Rate Pain (0 to 10)
  - Allergies
  - Ultrasound - image of patient
  - If trauma patient - is the patient taking any blood thinners?
- Implement Pivot Nurse role from 11 a.m. to 9 p.m. when there are 6 nurses
  - Ultimate goal - implement from 9 a.m. to 11 p.m. while there are 5 nurses

Sample population: every patient that presents to the ED during Pivot Nurse implementation

Data Collection: MedHost EHR (ED charting system)

Project Goals:
- Door to provider time < 10 min. (avg)
- Door to bed time < 8 min. (avg)
- % of LWBS < 1%

Data Analysis:
- Each of the 2 intervention month results compared to project goals
- Pre-intervention month data will be compared to 2 subsequent intervention months
- Each intervention month will be compared to the same month of previous year to account for seasonal variability

Results: Previous Year Comparisons

<table>
<thead>
<tr>
<th></th>
<th>June 2018</th>
<th>June 2019</th>
<th>July 2018</th>
<th>July 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door to Provider</td>
<td>27</td>
<td>30</td>
<td>19</td>
<td>23</td>
</tr>
<tr>
<td>Door to Bed</td>
<td>19</td>
<td>23</td>
<td>19</td>
<td>23</td>
</tr>
<tr>
<td>% LWBS</td>
<td>&lt; 1%</td>
<td>5%</td>
<td>2%</td>
<td>2.9%</td>
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</tbody>
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Practice Implications

- Nurses enthusiastic, but concern about limited staffing
- Utilizing existing staff matrix limited implementation – future implementation will be more successful with creating a new staff position
- Flexibility is paramount to the ED
  - If available a LPN or paramedic was placed in pivot nurse role with limited duties if not adequate number of RNs staffed
- Presence of Pivot Nurse increased safety of patients in waiting area
- ED encounter is a complex process
- Further research should be conducted at this site focused on throughput and output phases to improve door to provider times
- ED triage and input is a prime topic for future nursing research

References