

A photograph of a male doctor in a white lab coat and glasses, and a female nurse in blue scrubs, both looking at a tablet computer. They are standing in a hospital room with a patient lying in a bed in the foreground. Medical equipment is visible in the background.

## Advanced Clinical Decision Support Software

**TOOLS FOR DEPARTMENTAL NEEDS**

# Emergency Department Triage MPage

## What is the Emergency Department Triage MPage?

The Emergency Department (ED) Triage MPage facilitates enhanced ED communication, throughput and efficiency.

## Product Description

The custom MPage, featuring multiple widgets and functionality, facilitates the following:

- Allows for a collaborative approach to collecting a patient's background and history
- Ensures accurate triage Emergency Severity Index (ESI) levels and better utilization of fast track processes
- Expedites the patient's arrival time to bed-assignment time
- Allows for timely start of triage protocols, for example: EKG for chest pain
- Alerts the staff to high-risk issues, recent admissions, and past ED visits

The screenshot displays a comprehensive patient record interface. Key sections include:
 

- Sign:** Patient name (ZZZTESTAMS, TMC), MRN (TMC0000008 26458308), and EIN (TMC3864572834653 31084017).
- Demographics:** DOB (08/08/1968), Age (45 Years), Sex (Female), Location (TMC ED - Attending).
- Chief Complaint:** Pain (55555).
- Allergy:** Ambien, Command Hallucinations, Sleepwalking, Nocturnal Sleep-Related Eating, Peanuts, Passive anaphylaxis, Idiopathic anaphylaxis, Eggs, Very dry skin, cracking fissures.
- Vital Signs:** Systolic Blood Pressure (140 mmHg), Diastolic Blood Pressure (90 mmHg), BP Site (Left arm), Peripheral Pulse Rate (78 bpm), Respiratory Rate (16 bpm), Temperature Centigrade (35.5 DegC), Temperature Fahrenheit (95 DegF), Temperature Method (Oral).
- Height/Weight:** Daily Weight (61kg), Dosing Weight (62kg), Height (166cm), BMI (22.5kg/m2), BSA (1.69m2).
- Acuity Level:** 2 - Emergent.
- Alerts:** Code Blue.
- Forms Checklist:** Medication HX, Problems, General Screening, Social HX, Procedure HX, Abuse/Neglect, Languages, OB-GYN.
- Arrival Info:** Mode of Arrival (Carried), Pre-Hospital Notification (Yes/No), Arrival From (Direct admit), EMS Name (bob), Powerform (ED Treat/Assess).
- Protocols & Orders:** Quick Order (ECEKG).
- ED Tracking:** Arrive Time (03/04/2014 12:24), LOS (115 days), MD (MLP/Resident), RN (Reg, McGlone, Jaclyn).
- Previous Visit Information:** Discharge Date (12/31/2010), Diagnosis (stomach pain), Attending (Test, ED Medical Director).
- Previous Visit Notification:** High Risk Problems (2), Pain Management, History of Case Manager Consult, Active ED Treatment Plan (1), ED Treatment Plan, Contact Precautions (0).

# Emergency Department Custom Reports

## Why did we develop this software?

We discovered a need to support performance and process improvement initiatives in the ED.

## Value Proposition

These Customized Cerner Reports provide detailed ED throughput and productivity metrics to support performance and process improvement initiatives in the ED.

The Reports are useful to ED Medical Directors, ED Department Directors, ED Physicians, ED Providers, and ED Nurses.

OverView of LOS by patient type

Disposition	# of Patients	Arrival To: (Time in Minutes)							Dispo To Departure	
		Quick Entry	Triage	Room	RN Exam	DR Exam	Dispo Admit	Dispo Departure		
Totals ED Discharge - Adult	118	2	33	6	38	32	0	169	183	21
Totals ED Discharge - Peds	56	2	27	7	30	24	0	104	125	16
Totals ED Discharge	174	2	31	6	36	29	0	148	165	19
Totals Admitted IP Observation - Adult	18	2	25	7	19	34	277	291	709	418
Totals Admitted IP Observation - Peds	1	1	66	5	67	5	290	438	455	17
Totals Admitted IP Observation	19	2	29	7	22	33	277	299	696	397
Totals Admitted IP Observation (ED Hold) - Ad	0	0	0	0	0	0	0	0	0	0
Totals Admitted IP Observation (ED Hold) - Ped	0	0	0	0	0	0	0	0	0	0
Totals Admitted IP Observation (ED Hold)	0	0	0	0	0	0	0	0	0	0

## How can the Emergency Department Custom Reports help you?

The Reports detail a number of different disposition types by both Adult and Pediatric age ranges, including total ED discharges, total number of patients admitted and placed in observation, and total ED holds.

Metrics by Disposition

Disposition	# of Adult	# of Peds	# of Patients	Arrival To: (Time in Minutes)							Dispo To Departure
				Quick Entry	Triage	Room	RN Exam	DR Exam	Dispo Admit	Dispo Departure	
ED Discharge to Other Facility - Inpatient Acute	3	0	3	1	0	0	0	0	0	7	0
ED Home, Routine	1	1	2	3	20	5	16	115	0	110	276
ED Left Against Medical Advice	111	55	166	2	31	6	36	28	0	148	166
ED Left Before MSE	1	0	1	2	28	4	23	103	0	0	385
Registered in Error	1	0	1	0	3	4	0	0	0	0	29
Totals Discharge	118	56	174	2	31	6	36	29	0	148	165
Inpatient Observation	17	0	17	2	25	7	16	27	275	290	724
Totals Admitted Obs	18	1	19	2	29	7	22	33	277	299	696

The Reports feature time, measured in minutes from arrival, for each of the major ED activities.

Additionally, the Report provides greater visibility into the various disposition types. We utilize "ED left before MSE" for our "Left without being seen" metric.

Finally, the Reports detail high-level metrics of interest for performance and process improvement engineers' needs.

High Level metrics

<b>Arrival to Quick Entry: 5 minutes or less for 80% or greater of the patient population</b> 111 out of 115 patients = 96.52%	<b>Arrival to Room: Completed in 15 minutes or less for 80% or greater of the patient population</b> 178 out of 189 patients = 94.18%	<b>Arrival to Dr Exam: 30 minutes or less for 80% or greater of the patient population</b> 129 out of 185 patients = 69.73%
<b>Left Without Being Seen (LWBS): 1% or less of the total patient population</b> 1 out of 193 patients = 0.52%	<b>Disposition Determination to Patient Discharge: 30 minutes or less for 80% or greater of the patient population</b> 136 out of 164 patients = 82.93%	<b>Disposition Determination to ABS/Observation: 60 minutes or less for 80% or greater of the patient population</b> 5 out of 19 patients = 26.32%
<b>Provider to Decision to Admit/Observation: 90 minutes or less for 80% of the patient population</b> 0 out of 17 patients = 0.00%	<b>Decision to Admit/Observation to Orders: 30 minutes or less for 80% of the patient population</b> 4 out of 13 patients = 30.77%	

**Crossings Healthcare Solutions** provides custom developed, Advanced Clinical Decision Support Software leveraging the Cerner Millennium System. Our award-winning MPages & Advisors are seamlessly integrated into clinical workflow, facilitating enhanced usability, efficiency and communication.

For more information about our healthcare solutions, please contact us at **610-994-2200** or at **info@crossingshealthcare.com**.



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