New Process and Redesign Help Reduce Wait Times in the Emergency Department

How has care in the Emergency Department changed?
Medina Hospital has redesigned and updated the Emergency Department to bring a new type of care to better serve patients by getting them the treatment they need more quickly. The ED interior has been remodeled to allow for a new split-flow process, designed to expedite care and reduce wait times.

What is split-flow?
Split-flow is a change in how emergency medical care is provided. The process is designed to get the sickest patients seen quickly and to facilitate the care of less sick patients, as well.
An important component of split-flow is early triage to assess the severity of illness and the particular needs of the patient. At Medina, patients enter the Emergency Department, and are seen by a triage nurse shortly after their arrival. The nurse assesses the patient’s condition and then directs them to an area reserved for emergency cases or to an area designated for patients with less serious conditions. Patients with problems such as an earache or ankle sprain might remain in their regular clothes and, instead of being assigned to a bed, move to an intake area. Once there, a physician or physician’s assistant sees them quickly, often within minutes, and determines what tests or treatments are needed.

When a patient is not in a bed, he or she can move to receive the care they need more quickly rather than waiting for the caregiver to come to them. If they need to wait for test results, they can do so in a comfortable lounge area. Meanwhile, beds remain open for the most serious patients, who are still cared for in a traditional manner.

Should a patient need to be admitted, they are only steps away from Medina Hospital’s inpatient care, and they have easy access to the specialty services at Cleveland Clinic facilities.

What are the benefits of split-flow?
• Split-flow provides treatment based on each patient’s individual, specific needs.
• Immediate assessment upon check-in results in significantly reduced waiting times.
• Triage and registration are accomplished simultaneously.
• Care is based on acuity level, resulting in accelerated treatment of less sick patients and faster admission for very ill or injured patients.
• Lab tests and x-rays are ordered immediately.
• Patients not assigned to a bed can wait for test results in a comfortable lounge area.

Are patients experiencing reduced wait times as a result of split-flow?
Patients at Medina Hospital are experiencing reduced wait times, thanks to the split-flow model. Since split-flow was implemented in November 2011, the average door-to-discharge time has been 1 hour, 58 minutes, which is less than half the door-to-discharge time prior to split-flow. Some patients are seen, treated, and released in a little as 20 minutes.

Cleveland Clinic is implementing split-flow in all of its Emergency Departments.

Q: What changes have been made to the interior of Medina’s ED?
Several changes have been made to accommodate the split-flow process, including: the renovation of the former Pediatric ED, the addition of a new results waiting area, and the reorganization of the triage area. The nurses’ station also has made some minor adjustments to better serve patients.

The Medina Hospital Emergency Department cares for nearly 28,000 patients each year, treating emergencies ranging from broken bones, to heart attack and stroke. It is staffed by board-certified physicians.
Emergency Department Map

This map will help you find your way around the Emergency Department (ED) during your visit. In an effort to maximize patient safety, security and privacy, we are limiting visitation to two people per patient, and we ask that you limit your visits to-and-from the ED treatment areas. Thank you for your cooperation.