

# PROGRAM DEVELOPMENT SUCCESS



**Hospital Profile:** General Medical and Surgical

**Size:** Large Metro (500+ beds)

**Area:** Southwestern U.S.

**Psychiatric Programs:** None

**Challenge:** High sitter utilization/High number of psychiatric patients in ED/Boarding in overflow unit

**Diamond's Annual Savings to Hospital:** \$2.2 million

## WHY DIAMOND WAS ENGAGED

The hospital had a high number of psychiatric patients presenting in the Emergency Department (ED). In many cases, patients were transferred to an overflow unit and the ED doctor remained their attending physician. The 15-20 patients in the overflow unit had a 2:1 patient-to-sitter ratio at a substantial cost to the hospital. The hospital did not have psychiatric services and staff were not trained in psychiatric interventions.

## SOLUTIONS

- ▲ Develop behavioral health strategy
- ▲ Create consistent staff education and enhance staff/patient interaction
- ▲ Develop video monitoring policies, procedures and protocols
- ▲ Facilitate training for deescalation and safe restraint application techniques
- ▲ Lead multi-disciplinary meetings to discuss behavioral health concerns across the organization
- ▲ Develop and lead morning "flash" meetings to discuss care for the emergency detention patients
- ▲ Represent hospital at community mental health meetings

## DIAMOND'S SUCCESS

- ▲ Reached a 50% reduction of "sitter" costs within the first 3 months for an approximate annual savings of \$2.2 million with no increase in falls or other significant events
- ▲ Easily passed The Joint Commission survey of the overflow unit
- ▲ Enhanced safety in the Environment of Care
- ▲ Streamlined processes saving providers, admissions and social work teams a significant amount of time
- ▲ Reduced utilization of resources by early identification of patient financial issues, needed interventions, and other barriers to discharge
- ▲ Created engagement with community health leaders and practitioners