Optimizing Lahey Acute Care Services

15.777 H-Lab Fall 2022

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Background

Analysis

80%

60%

40%

20%

1 (high)

ED is overcrowded

- Low-acuity patients could be treated more efficiently in Acute Care clinic
- EMTALA guidelines require ED to see all patients who present there

What is Acute Care?

- Similar to urgent care
- Access to more extensive hospital resources
- Can't see Covid patients
- Limited evening and weekend hours

Limited community awareness of Acute Care Difficult to locate Lack of web • presence



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Acuity Level

5 (low)

4

Recommendations

Short Term

- Advertising
- Increased staffing
- Point-of-care testing

Long Term

- Clinic relocation
- Extended hours

Future Work

- ED patient boarding
- Data infrastructure





Top Tests Performed in Acute Care Jan-Oct 2022 600 400 200 Div-and Difference Panel Comp. Metabolic Panel Creative Poten Strep Culture Screen Vais W. Cultur Isis W. Sedim CBC and Differen

2

- Acute Care doesn't triage patients
- Testing is performed in various parts of the hospital