Optimizing Lahey Acute Care Services

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Background
- 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

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

ED Patient Acuity Levels Jul-Dec 2022

Recommendations

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

Long Term
- Clinic relocation
- Extended hours

Future Work
- ED patient boarding
- Data infrastructure