Transport

- Receives page
- Accepts job
- Arrives at Patient (Pt) Room
- Delay?
  - Yes: Transport Status "dispatch"
  - No: Wheels Pt out of room
- Transports Pt to destination

TeleTracking

- Transport Page
- Transport Status "delay"
- 7:30 min

EVS

- Bed Status "Clean"
- 16 min
- 9 min
- 10+ min
- 28:54 min
- Actual Bed Turn Time:
  - Bed Dirty: 0:04:23
  - In Progress: 0:43:16
  - Actual Clean Time: 0:28:54

- Receives page
- Goes into room
- EVS Cleans Room
- 28:54 min
- 15:47 min
- 4:23 min
- 14:22 min
- Calls Tele-Tracking

Total Discharge Process Throughput: 1:12:39 min to 1:38:26+ min

* HUC also sends D/C page if transport delays in changing their status as "in progress"

Process map developed: 05/2018
Data from 13:00-16:00; Observations April 2018
Patient Support Services