

RESOURCEFUL CRITICAL CARE PROGRAM SEES METRIC SUCCESS

CASE STUDY

PARTNERSHIP BACKGROUND

After finding success in an existing Emergency Medicine partnership, a Texas facility asked SCP Health (SCP) to manage its Critical Care Medicine (CCM) program as well. Due to the nationwide intensivist shortage and an expanding geriatric population that requires intensive care, this facility was looking for assistance in becoming a resourceful program that could address those challenges while still prioritizing patient care and quality.

GOALS

- ▶ Establish a full-time Critical Care staff
- ▶ Reduce ICU LOS
- ▶ Reduce overall vent days

STRATEGY

Adding CCM to the partnership took the existing collaboration to a new level of effectiveness and deepened the trust between the facility and SCP. Especially given the complementary nature of EM and CCM, SCP was able to empower these programs to work collaboratively together in achieving facility-wide goals.

Specifically, SCP implemented the following tactics in the ICU:

- ▶ **Full CCM program provider recruitment and onboarding strategy**—including hiring a customized mix of physicians, NPs, and PAs to control costs and providing robust training opportunities to improve care team efficiency.
- ▶ **New team-oriented processes**, including ICU providers managing ER codes and evaluating potentially critical patients down in the ER
- ▶ **Interdisciplinary rounding** and standardized rounding sheets
- ▶ **Constant stream and communication of patient data** in a continual care model to drive proactive and best-practice clinical care
- ▶ **Workgroups and education initiatives** to help reduce holds, improve adherence to admission criteria, and improve flow throughout the facility

IMPACT

- ▶ **LOS:** Reduced by 1.1 days in 4 months
- ▶ **Vent days:** Reduced by 0.6 days in 3 months
- ▶ **Staffing:** Hired and trained a stable and consistent clinical care team



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4 MONTHS**



LOS: REDUCED BY
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STAFFING: HIRED AND TRAINED
A STABLE, CONSISTENT
CLINICAL TEAM

