

HERE'S HOW WE'LL HEAL YOU FASTER IN 2017

We're challenging ourselves to transfer patients from the ER to an appropriate unit – in 95 minutes or less.

At Marina Del Rey Hospital, we measure our success by the time you spend healthy.

That's why, starting March 1st, we're challenging ourselves with the "Toes Out-Toes In" (TOTI) initiative.

Modeled after a similar program at Cedars-Sinai Hospital, TOTI is a framework to examine and improve our patient in-flow processes. It comes with a target: to move patients from the emergency room to an appropriate unit in the hospital – in 95 minutes or less.

Getting a patient to their bed is not a simple job. It takes tremendous coordination between multiple departments.

Patient Placement needs to figure out where you belong, the unit where you'll be treated needs to prepare its staff, and Environmental Services needs to make sure your room is empty, clean, and ready for you. All of that takes time.

But through TOTI, our staff has found opportunities to shorten the wait. Our ER Throughput Task Force, led by Dr. Rosanne Kay, Dr. Soniya Gandhi, and charge nurse Cathy Onstad, will restructure our housekeeping teams and improve our communication processes. This will help our staff to achieve important benchmarks.

Our goals for the year:

- From the time a doctor decides you need to stay in the hospital, we want to have your bed assignment within **10 minutes**.
- After that, we want to give you a full reckoning of your medical situation in **20 minutes**.
- And finally, once you've been assigned and informed, we want to have you in your new room, in an appropriate unit, **in 60 minutes or less**.

Every month, we'll review electronic records to measure our progress. The best-performing ER teams will be publicly recognized for their efforts.

Less time in the ER means happier, healthier patients. We're proud to commit to this vision of quality care. At Marina Del Rey Hospital, we'll never stop searching for ways to serve you.