



Case Study

UAB Hospital

Optimizing flow, improving throughput, and automating the patient discharge process.

Challenge

UAB Hospital sought to improve patient throughput, reduce discharge turnaround time and reduce patient discharge delays, such as family and ambulance pick up.

Solution

- UAB established a patient discharge lounge powered by TeleTracking.
 - Staffed with Discharge Lounge Coordinators (DLC's)
 - Created 12 private patient areas
- Implemented the "pull method" for DLC's to review confirmed discharges and patient milestones to proactively identify patients waiting.
- Established the Clinical Expeditor role to round on units, resolve small operational or clinical barriers and help discharge patients.
- Contracted with Lifeguard Ambulance Service to have a Lifeguard staff member work in the Center for Patient Flow to coordinate ambulance pick up.
- Partnered with UAB marketing team on updating admissions booklet to highlight discharge lounge.

Results

Since go-live in January 2022, UAB has experienced:

200 patients

through the discharge lounge
each week on average

**450
in-patient hours**

saved each month on average

2.65 hours

average order to discharge time

37%

of patients are discharged before 1 PM

Lessons Learned

from the UAB Hospital Executive Team



Establish a cross functional "Discharge Lounge Team" from the start to collect input and support the launch of the discharge lounge.



Educate patients about the discharge lounge upon admission so they understand it is a part of the discharge process.



Remind staff daily during morning huddle about the purpose of the discharge lounge and patient criteria.



Consistent and dedicated staffing of the discharge lounge will contribute to an increase in the number of patients sent there.



Utilize TeleTracking's Data & Analytics to support plans for the discharge lounge and adjust hours. For example, opening on Saturday increased patients sent to the discharge lounge, creating more opportunity to serve their patients.

UAB Hospital Overview

The hub of UAB Medicine's clinical enterprise is UAB Hospital located in Birmingham, Alabama. It is among the 20 largest hospitals in the nation and is a major center for clinical research with some of the top medical programs in the United States.

Operational Platform: TeleTracking

EMR: Cerner

Total Acute Beds: 1,207

TeleTracking Partner Since: 2004

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From the start we had engagement from unit level management and support from Executive Leaders which has made all the difference!

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UAB Center for Patient Flow