



ED Patient flow Tips and tricks

DR. AHMAD M. WAZZAN

DIRECTOR, QUALITY AND PATIENT SAFETY DEPARTMENT

PRESIDENT, SAUDI SOCIETY OF EMERGENCY MEDICINE

ASSISTANT PROFESSOR OF EMERGENCY MEDICINE, KSAU-HS

CONSULTANT TRAUMA, EMERGENCY MEDICINE MNGHA-WR



The “as is”

Know where do you
stand to know where to
go



Design “Structure” Follows Process

You know your foot size
before changing your shoes



Identify Bottleneck s

- Structure
- People
- Process
- Supply



"By the way, while you were off sick we located the bottle neck."

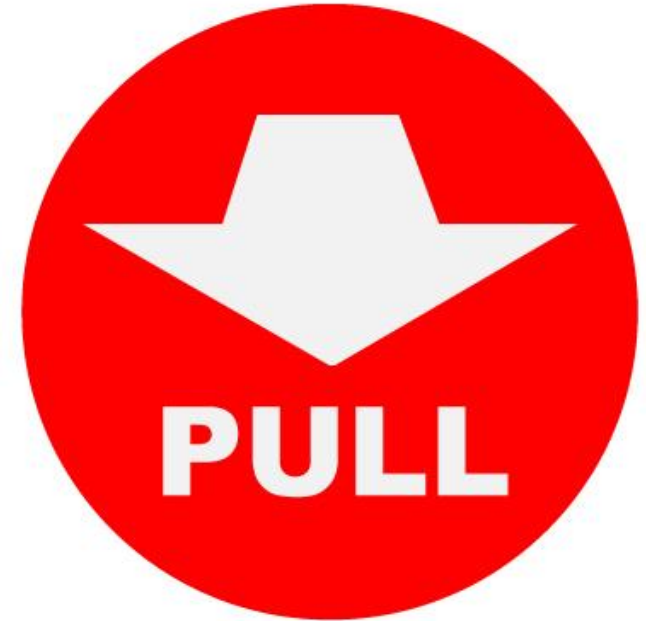
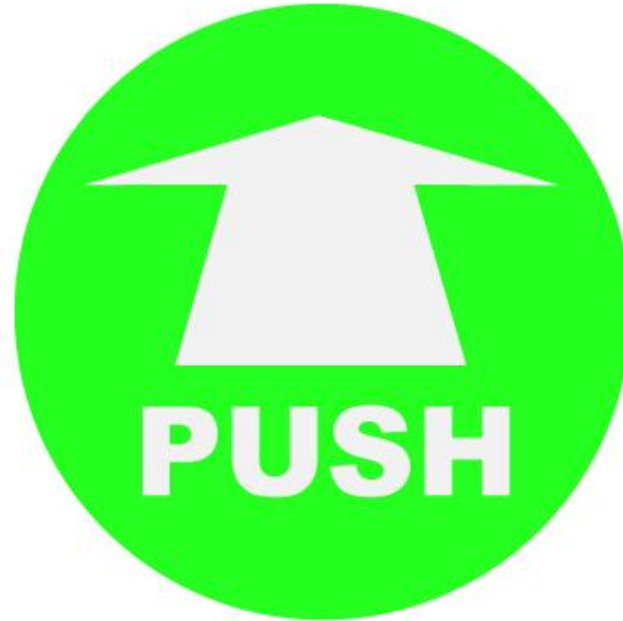
Think simple

Patients cares only to be
seen by a senior
physician



Pull patients

Either they come in or
you go out



Involve more people

- Front liners
- Patients
- Other departments



Know your patients

- Pediatrics
- Trauma
- Geriatric
- trauma



Live it !!

Reharsal makes perfect



dramwaz@Hotmail.com

*Thank
you*

