

Design an Operational Performance Rubric for Emergency Rooms in Puerto Rico

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Problem Statement

Abstract

Hospitals are not effectively measuring their operational execution by using benchmarking tools for comparison analysis.

The Hospital Association of Puerto Rico encourage the competition of effective operations by comparing the performance metrics among their departments and themselves.

The use of benchmarking will promote the utilization of operational excellence tools to improve the utilization of the resources.

Notebook Grading Rubric

Category		1	2	3
Organization	Notebook is not organized at all. There are no pages numbers, socignments are not dated, and no titles.	Notebook is minimally organized. Includes some organization such as page numbers but assignments are not in order or labeled clearly.	Notebook is mostly organized. Includes page numbers, most dates, and most of the designments/ notes are in dated order.	Notebook is totally organized. All assignments are labeled, dated, and pages are numbered.
Арриченични	Notebook is very sloppy, full of vandalism, falling spert, and has many messy pages.	Notebook is slightly sloppy, partially vandalized, somewhat falling spart, and some pages are messy.	Notebook looks good, has reinimal vandalism, and mostly all of the papers are neat.	Notebook looks great has no vandalism, works like new, and all papers are bound and in good condition
Overall	Notebook is missing numerous documents and/or has not been turned in.	Necestrock is missing many documents and or was turned in late.	Notebook includes mostly all accignments.	Notebook is complete, has all assignments.
Table of Contents	Table of contents is missing.	Table of contents is out of date and missing multiple assignments and/or is not organized by page number.	Table of contents is slightly out of date and/or is missing one or two assignments in order.	Table of contents is up to date, and is organized chronologically and by page number.

Introduction

What is a Hospital?

An institution which is managed, staffed and equipped for providing healthcare services, including inpatient care, surgery, emergent and urgent care, and has facilities for the diagnosis and treatment of disease.

In our case, we had the opportunity to conduct our research at Bayamon Medical Center.



Challenge and Objectives

For each research and/or work we will always encounter some remains. In our case, some of our most intriguing challenges in order to perform the research were:

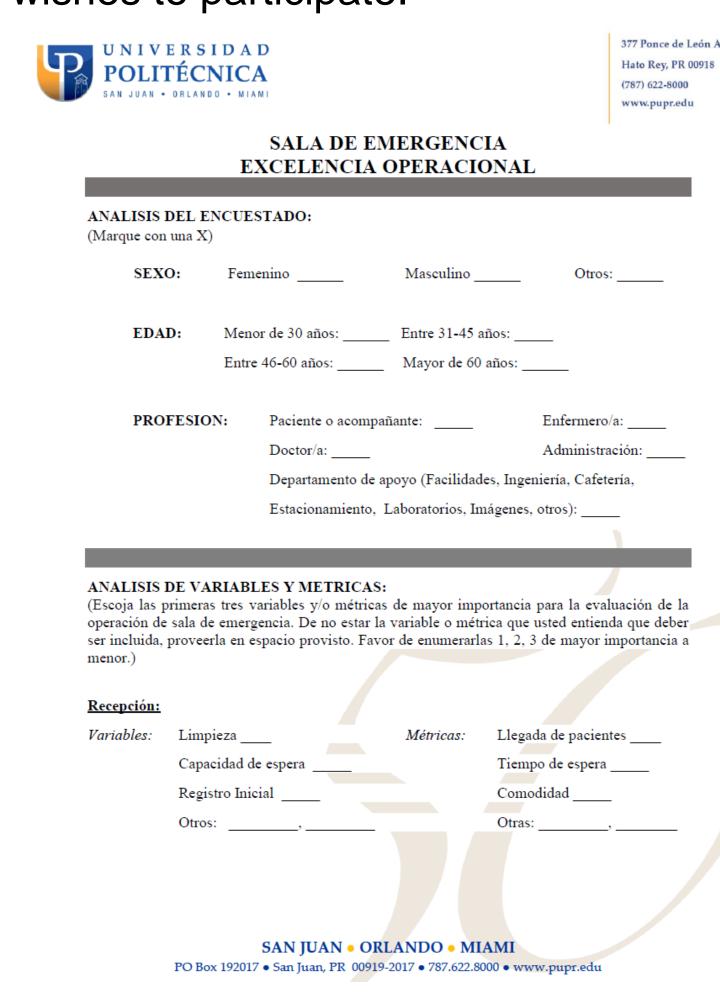
Obtaining authorization from Bayamon Medical Center since by COVID, they were not accepting students.

Having communication with the Medical Team, since they are saving lives and we could not interrupt their day.

Methodology

Survey

A survey was conducted for Administrative, Support and Medical staff, and patients were included. We conducted this survey to verify which of the services employees and patients prioritize. The survey includes sections on gender, age and how the person wishes to participate.



Evaluation of Operational Performance

Before we begin, we decided to establish each area that a patient must go from the time he/she arrives at the hospital until he/she is discharged or admitted. In total there are 10 areas that we had to take time when the patient was being seen and 9 waiting times, which we had to consider when the patient is waiting to be called.

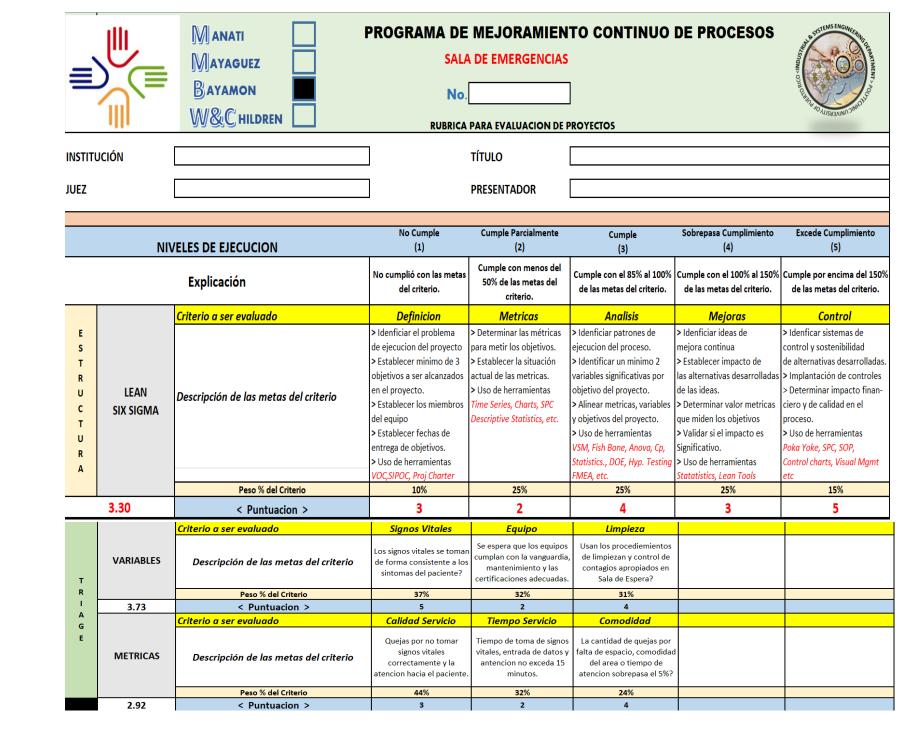
HOSPITAL: BAYAMON MEDICAL CENTER			Paciente	Hora de Triage	Hora Sentado	Tiempo (
PATILITIES S.				1			
ESTUDIO DE	METRICAS DE TIEMPO	DE PROCESO DE SAI	A DE ÉMERGENCIA	2			
LUJO:				3			
LLEGADA TE 1 TRIAGE TE 2 REGISTRO TE 3 MEDICO 1 TRATA			4				
			5				
LABORATO	IMAGEN	TE 7 MEDICO 2	TE 9 ADMISIÓN	TIEMPO ESPE médico.	RA 2: Desde que se s	sienta a esperar p	oara abrir su
	LEGADA: Desde que	entra a la sala, re	gistra información y	Paciente	Hora Sentado	Hora Registro	Tiempo (
e sienta en sa	ala.			1			
Paciente	Hora de llegada	Hora Sentado	Tiempo (min)	2			
1				3			
				4			
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2 3				5			
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3 4 5 IEMPO ESPE Paciente	RA 1: Desde que se si	ienta en sala y qu Hora Triage	e entra a <u>Triage</u> . Tiempo (min)	TIEMPO DE RI	EGISTRO: Desde que		
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3 4 5 IEMPO ESPE Paciente				TIEMPO DE RI la sala. Paciente 1			r sale a sen

The process is as follows: We selected 5 random people and we took the time they were being served or waiting to be served. We would record the time and then calculate the average for each of the areas.

Analysis & Results

Surveys Results

After conducting the survey and being able to see the priority that patients and employees give to each of the areas of the Emergency Room, we were able to make a constant improvement rubric that the employees themselves could evaluate. In this way, they will be able to make the corresponding procedures.



After going to each Emergency Room area starting with the registration of the patient until he/she is admitted or discharged. The administration will be assigned a score through 1 to 5, in order to have a result and determine if there is an opportunity for improvement.

Conclusion

The development of the rubric will provide a platform of unbiased evaluation of operational execution and promote the culture of maximize the utilization of resources to provide a high quality and competitive results.

ACKNOWLEDGEMENTS AND REFERENCES

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García Pelatti, L. (2019, December 06). En las salas de emergencia de los hospitales de Puerto Rico hay que esperar 10 horas más que en los de EE.UU. Retrieved September 06, 2020, from <a href="http://sincomillas.com/en-las-salas-de-emergencia-de-los-hospitales-de-puerto-rico-hay-que-esperar-10-horas-mas-que-en-hospitales-de-puerto-rico-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-horas-hay-que-esperar-10-

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Data

