

A Direct Path to BMH's Birthing Center

A Performance Improvement Project at Brattleboro Memorial Hospital, 2023

PROBLEM STATEMENT/PURPOSE

Patients often have to leave Four Seasons OBGYN & Midwifery and head to the Birth Center for testing or labor. With this project we hope to improve the workflow to better serve our patients. The purpose is to eliminate double registration and to reduce the travel time of patients who are leaving Four Seasons and heading to the Birthing Center. We will know a positive change has occurred when there is a reduction in the distance and time it takes OB patients to travel from the office to the Birthing Center. In order to achieve the desired results, a review and new registration workflow needs to be put in place.

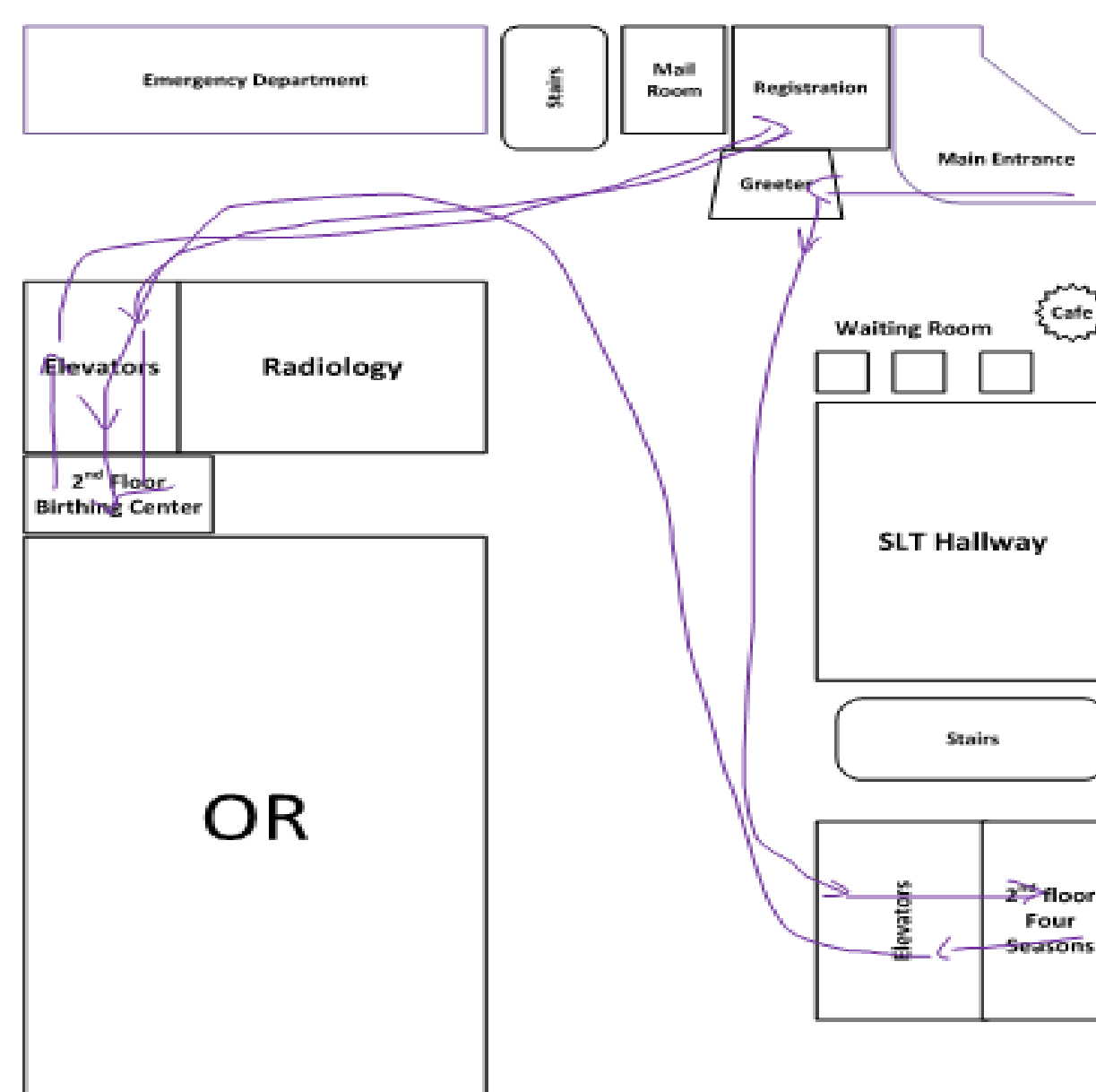
INTERVENTIONS/METHODOLOGY

- Reduce the number of steps to register to the Birthing Center and eliminate the need for double registration during a single visit to the hospital.
- Create a Spaghetti Diagram to assess the current workflow and new workflow.
- Implement the use of WH Quick Reg for the Birth Center to use.
- Staff education at both Four Seasons and the Birthing Center of workflow change and each department's role.

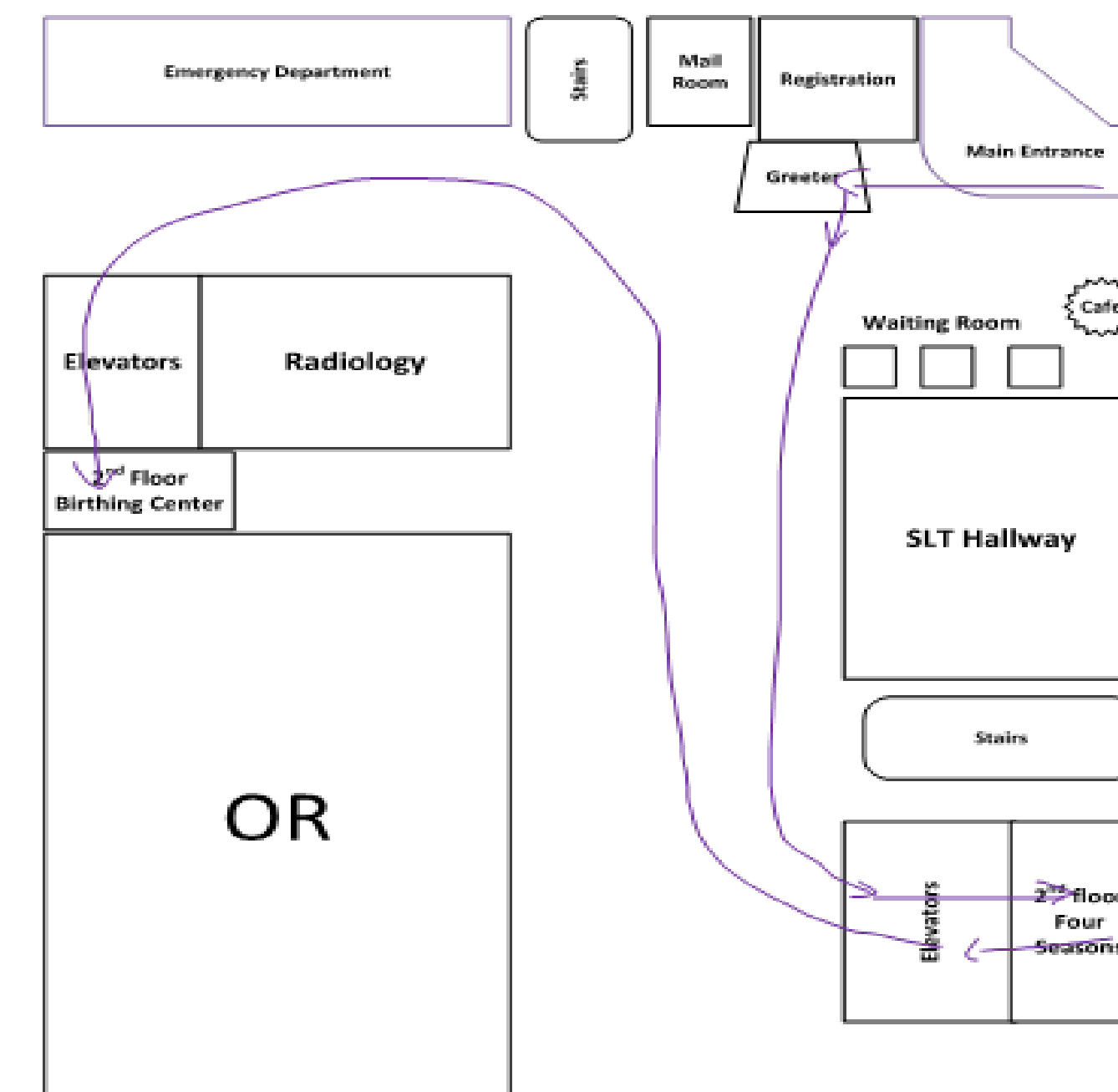
TEAM MEMBERS

- BMH Birthing Center: **Erinna Wichland**
- Four Seasons OBGYN & Midwifery: **Stephanie Estilette**

RESULTS



Previous Work Flow



Improved Work Flow

CONCLUSIONS/RECOMMENDATIONS

With the implementation of the WH Quick Registration occurring on the Birth Center, we are able to directly send patients there without having to stop at patient registration. This has resulted in higher patient satisfaction and reduction of patients being asked the same questions. There have been a few minor improvements made after the roll out and we continue to review to see if there are any additional steps that need to be taken to improve this new workflow.