

# E Pluibus Unum: The Unification of Four Culturally Unique Pre-Admission Testing Sites to One Network Department

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# E PLURIBUS UNUM: The Unification of Four Culturally Unique Pre-Admission Testing Sites Into One Network Department

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## Problem Statement:

To unify into a network department, a free standing surgical site and 3 campus locations of the Pre-Admission Testing (PAT) areas.

## Goals/Purpose:

- To unify the 4 independent Pre-Admission Testing sites into 1 Lehigh Valley Health Network (LVHN) department.
- Change the management structure to a Director and Patient Care Manager.
- Cultivate the staff into cohesive team.

## Methodology:

LEAN methodology was used to identify similarities, strengths, variances, and barriers to the development of a network department.

The Leadership committee brought this information forward to the staff. The staffs were introduced to each other.

Staff councils were developed:

- To develop a master schedule and self-scheduling guidelines.
- To update "Your Passport to Surgery," a patient education pamphlet
- To develop standard work in an effort to streamline processes and work flow.
- To collaborate with CDP (Central Data Processing) to review and eliminate unnecessary chart forms.
- To develop an orientation schedule to the various sites.

*A challenge during this process was the implementation of the electronic medical record. The team integrated this process with minimal impact.*



## Evaluation Results:

- Closure of the free standing surgical site's PAT.
- Staff is accustomed to flexing time as needed between sites.
- Staff accommodates unscheduled patients.
- Census increased.
- Patient satisfaction increased.
- Team cohesiveness growing.



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