

MSH Emergency Department

Zone B Captain Role Guide

Last Reviewed: 6/1/22

Responsibilities:

1. Ensures tracking board is up to date including patient location.
2. Keeps track of bed availability (available, occupied, ready for cleaning) in a timely manner
3. Responsible for admissions, transfers, and discharges from Zone B.
4. A mobile presence in the zone responsible for meeting incoming patients and assigning them to their bay
5. Notifies P.I.T.T. tech and P.I.T.T. nurse of patient arrival and chief complaint
6. Communicates with Zone B Care Team about patients in their zone
7. Communicates with Zone Captains in other zones about upgrades, transfer, and flow

Process:

1. Zone Captain will sign into role in EPIC at start of shift.
2. Greet patient (and family), obtain reason for visit and history, and assess patient
3. Patients will be assigned to RN by Zone Captain. Captain will endorse patients to Primary RN.
4. Escalate to Charge RN or ANM if Zone is at capacity. If needed, Mid Track patients will complete PITT orders in Zone C.

Instructions for transferring patients to Acute Zones:

1. Once patient is identified by PITT to transfer to Acute team, PITT Provider will identify and select Acute 1 or Acute 2 based off volume and last patient distribution (goal is to round robin).
2. Zone B Captain will communicate to Acute Captain which RN will receive next patient.
3. Zone B Captain will update and assign primary RN.
4. Zone B Captain will delegate to ERT which area and RN the patient will be assigned to.

Instructions for transferring patients to Zone C:

1. Once patient is identified by PITT to transfer to Zone C team, captain will notify concierge to transfer patient to Zone C.
2. Zone Captain will update patient location to Zone C Lounge.