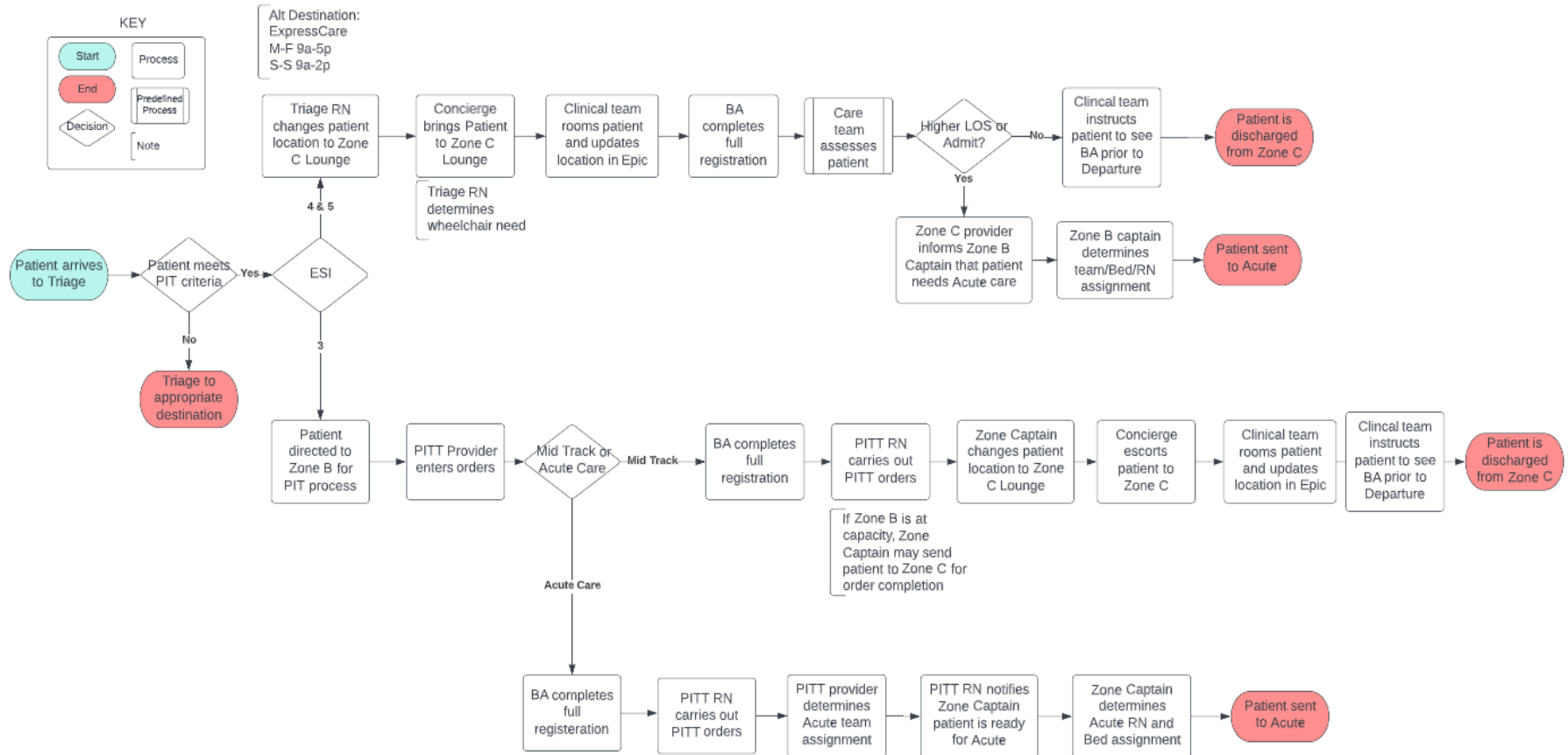


MSH Emergency Department

Zone B and Zone C Overview

Go Live: Monday June 6, 2022



Process Triage to Zone B Overview:

- Vertical ESI 3 patients will be received in Zone B by Team Captain.
- Patient will have PITT assessment, orders completed by Zone B RN and Zone B ERT.
- Patient will have disposition of Acute or Mid Track (Zone C).
- Patient transferred to Zone C by Concierge
- Patient Transferred to Acute by ERT.

Process Triage to Zone C Overview:

- ESI 4 and 5 will be sent directly to Zone C from triage when Express Care off hours. Patient will be escorted by concierge.

Process Zone B to Zone C Overview:

- Patients who are determined mid track by PITT provider will be escorted by concierge to Zone C.
- Patient treatment completed in Zone C and will be discharged from Zone C.

Escalations:

- If Zone B is at capacity, Mid-Track patients may be directly escorted to Zone C prior to completion of PITT orders.
- Upgrade: If patient in Zone C requires higher level of care or length of stay, Zone C Provider communicates with Zone B Captain for Acute Care team assignment and RN.

Transport of Specimens to Lab: Transport will be rounding in Zone C every 30 minutes to pick up lab specimens.

Targeted staffing:

- **Zone B:**

- Zone B Captain
- Zone B RN (2)
- Zone B ERT (2)
- Zone B BA (1)
- Zone B PITT Provider (1)

- **Zone C:**

- Zone C RN (2)
- Zone C ERT (1)
- Zone C Providers (2-4)
- Zone B BA (1-2)

- **Concierge:**

- 8a-4p (3)
- 4p-12a (3)
- 12a-8a (3)
- Stationed at Triage and Zone B

*This document as well as role guidelines are available in EPIC documents, please reach out if you have any questions.