

Faster ED consults improve care and hospital throughput

Detroit Medical Center (DMC), like most teaching institutions, uses residents and fellows to perform the initial evaluation for non-critical Emergency Department (ED) consults. Typically a first-year resident responds, evaluates the patient, and reports to the senior resident. The senior resident responds, reviews the case and will often call the fellow who may in turn call the attending physician. If it is not an urgent case this entire process takes 7 hours or more depending on the specialty.

Through Remote Presence, the DMC has implemented protocols in several hospital EDs enabling faster access to key attending physicians located in their office, in the OR, or at home. Under the new protocol the resident still makes the initial evaluation, however, when the resident is joined by the senior resident the attending is also brought in through the Robot to join the team.



BENEFITS OF REMOTE PRESENCE

- Reduce ED wait-times
- Improve resident supervision
- Improve patient satisfaction
- Improve patient safety

“Our new process at Children’s Hospital of Michigan significantly shortens ED consult times and improves patient care by involving the attending physician earlier in the process. For example, I was recently paged by the senior resident who said a child was reporting pain in the lower abdomen, typical of appendicitis. I immediately logged onto the ED Robot from home. I was introduced to the child’s mother and watched the patient as the resident performed an abdominal exam. Upon this examination I determined it was indeed appendicitis and proceeded to schedule the case for immediate surgery. I returned to the hospital to perform the surgery. On another occasion a 4-month old patient came in with abdominal pain after a Nissen fundoplication. The residents were going to send her home. After I talked to mother and watched the child’s face as the resident examined the abdomen, I decided the patient needed to be admitted for observation. Using the Robot I am able to get involved sooner, and sooner is always better.” – Michael Klein, MD



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