

## ED LOS (4 Hrs.) Delay in

### Medical Team

### Diagnostic Procedures

#### Decision Making by ED Team

pending Investigations / Consultations

Yes  
No

Follow its  
Escalation Tree

Call ED consultant  
on call (Detected #)

10 min

Call ED Chairman

10 min

Call Medical  
services

10 min

#### Consultation Team (1 Hr.)

Yes  
No

Call 1<sup>st</sup> on call

10 min

Call Consultant  
subspeciality

10 min

Call Chairman  
subspeciality

10 min

#### Radiology Check-in

Yes  
No

>1 Hr

Yes

Procedure  
Perform

Yes

>2 Hr

Yes

Preliminary  
Result

Yes

= 24 Hrs.

Yes

Complete  
Result

Call ED Area  
Charge Nurse

Call Radiology  
Supervisor

20 min

Call Radiology  
Manager

#### Laboratory Sampling

Yes  
No

>1Hr

Yes

Check-in

Yes

>2 Hr

Yes

Complete  
Result

Yes

Done  
Escalation +  
Save record

Call ED Area  
Charge Nurse

Call Laboratory  
Supervisor

20 min

Call Laboratory  
Manager

Not Resolved

Resolved

Call Chief  
Executive  
Office

Done  
Escalation +  
Save record

No

Yes

➤ General Comments:

- AI will identify ED pts with LOS of > 4 hrs.
  - Categorize the delay based on whether it is due to the medical team, diagnostic procedures, or both.
  - Check for any incomplete investigations or consultations.
  - If no issue is identified, initiate an escalation of the decision-making process from the ER team.
  - Begin timely interventions and escalations as necessary (via AI phone call) while keeping a detailed record of all actions taken and their results.
  - After each intervention/ Escalation, the system shall recheck whether it is resolved or not resolved (the patient has an Admission or DC order)
  - Stop the escalation if resolved (with admission or DC order) within 10 minutes of the intervention.
  - Continue the Escalation. If not resolved (with No Admission or DC order) within 10 min from the previous intervention, another escalation is to be initiated (following the escalation tree).
  - In either situation (Resolved or Not Resolved), a Continued Progress Report that includes all escalations and their results in a timely manner will be generated.
  - Interventions can be conducted for multiple patients simultaneously.
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- Intervention / Escalation start time = > 4 Hrs. (AI Phone Call)
    - (Medical Imaging) DPP Ref. 7240-8498-8492-02
    - Radiology: Check-in to Perform = 1 Hr.
      - Perform to Preliminary = 2 Hrs.
      - Preliminary to Complete = 24 Hrs.
    - Laboratory: Sampling to Check-in = 1 Hr.
      - Check-in to Complete = 2 Hrs.
- 
- Exclude CTAC 1 + 2
  - STAT orders: (Escalation Lab)
  - Critical Results: (Call Dr)

➤ **Example Scenario:**

- 1) Patient MRN: 00000 presented to the emergency department (ED) at 10:00 AM after falling from the stairs and experiencing swelling in the ankle. The Patient has a history of hypertension and diabetes mellitus, and he is on meds. An ankle CT scan was performed at 12:30 PM; we are awaiting the results. An orthopedic consultation was requested at 11:30 AM, but there has been no response yet. The total ED-LOS = 4 Hrs. 5 Min, with the intervention Starting at 2:05 PM.

• **Timely Intervention & Escalation:**

- AI will do 2 escalations Following the escalation tree attached.

1- **Call the CT supervisor.**

Good day,

This call is from the MNGHA Clinical Strategy AI Assist regarding a patient with a prolonged ED-LOS.

Patient MRN: 00000 presented to 10:00 emergency department at 10:00 am following a fall from stairs, resulting in a swollen ankle. The patient was 12:30 with a medical history of hypertension and DM, and on medication. An ankle CT scan was performed at 12:30 pm, which has been 2 hrs. since then. We are currently awaiting the results.

We kindly request your assistance in expediting the process within 10 min

Thank you,

2- **Call the Ortho Consulted Dr.**

Good day,

This call is from the MNGHA Clinical Strategy AI Assist regarding a patient with a prolonged ED-LOS.

Patient MRN: 00000 presented to the ED at 10:00 am following a fall from stairs with a swollen ankle. The patient has a history of hypertension and DM and is on medication. An orthopedic Consultation was requested at 11:30 am, but no response has been received yet.

We kindly ask for your assistance in expediting this process within 10 min

Thank you,

• **Outcome:**

- Resolved: status record is saved & summary will be provided by case.
- Not Resolved: continue the timely escalation with record.