



## > CHALLENGE

Lack of standardized evaluation and treatment for admission of the pediatric respiratory patients.

Physicians were having difficulty admitting pediatric respiratory patients to the hospital and too many patients admitted to the wrong units.

- No effective policy in place
- Variability in admission process
- Lack of trust between clinician stakeholders

## > APPROACH

Establish a respiratory scoring system to aid in the correct placement of pediatric respiratory patients.  
Project to be accomplished in phases:

1. Define symptoms: physicians having difficulty correctly diagnosing and admitting pediatric respiratory patients to hospital.
2. Diagnose current state: No effective guidelines, lack of trust among clinicians, variability in the admission process.
3. Envision future state: Right care, right time, right place.
4. Engage and treat:
  - Identify stakeholders
  - Communicate about project
  - Engage with survey
  - Create new respiratory pathway and scoring system
5. Test out new clinical treatment pathways and scoring system with ER medical staff.
6. Collect feedback from ER, pediatric ward, and PICU staff.



# 82%

82 percent of surveyed clinicians reported that the scoring system was helpful

## > ABOUT LEE HEALTH

Lee Health consists of four acute care hospitals with a total of 1,426 beds and over 1 million patient contacts each year.

Supported by more than 13,000 dedicated employees and 4,500 volunteers and auxiliaries, Lee Health remains the bedrock of its Southwest Florida community by offering acute care, emergency care, rehabilitative and diagnostic services, health and wellness education, community outreach and advocacy programs throughout a five-county region.

In the nearly 100 years since opening, the community they serve has been at the core of Lee Health's mission, value, and strategic planning principles.

# 62%

62 percent of surveyed clinicians reported that the treatment pathway was helpful





## > OUTCOMES

- 62 percent of surveyed clinicians reported that the treatment pathway was helpful
- 82 percent of surveyed clinicians reported that the scoring system was helpful – a 7 percent increase over the number who thought it would be helpful before the trial.
- 24-hour respiratory transfers between PICU and Pediatrics decreased from an average of 4.5 to zero within three months.
- Correct placement of patients
- Improved team work and communication between care providers
- Decreased variability and increased patient safety

**0** TRANSFERS

24-hour respiratory transfers between PICU and Pediatrics decreased from an average of 4.5 to zero within three months.

## > ABOUT CTI

CTI specializes in healthcare transformation and clinical optimization. We work with our clients to improve the quality of care and patient experience, realize operational efficiencies, and manage costs through process improvements and performance excellence. CTI has assisted health systems, hospitals, and medical group practices throughout the U.S. and abroad to optimize their clinical practices in areas such as hospital medicine, oncology, and pediatrics.

We help healthcare providers to:

- set organizational priorities
- manage the cost of care
- formulate growth strategies
- adapt to changing regulatory mandates
- minimize patient length of stay
- reduce readmissions
- compensate for reductions in Medicaid and Medicare
- move to a value-based care model
- facilitate interoperability with network providers
- mitigate staffing shortages
- engage key clinical staff
- improve quality of care
- increase patient satisfaction
- manage talent
- plan for smooth and effective successions
- develop clinical and administrative leaders

To learn more, please go to [ctileadership.com](http://ctileadership.com).

We believe you can achieve transformational success by applying leadership skills to your strong base of clinical skills. CTI fosters a culture of goal setting, collaboration, teamwork, and accountability that are essential to achieve long-term objectives for our client-partners. CTI is 100 percent focused on developing healthcare leaders. Our customized programs result in skill growth, improved performance, and long-term succession planning. CTI fosters a culture of goal setting, collaboration, teamwork, and accountability that are essential to achieve long-term objectives for our client-partners. We live leadership!

## > CONCLUSIONS

The successful respiratory scoring system project not only improved care for patients and workflow for clinicians, it provided valuable lessons that the project team members – and others – can apply to a multitude of situations and improvements:

- Engage stakeholders
- Remember each team member has a talent
- Simple processes are more effective
- Person-to-person communication is crucial
- Lead change by believing it

**IMPROVED TEAM  
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COMMUNICATION  
BETWEEN CARE  
PROVIDERS**

**DECREASED  
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PATIENT SAFETY**