

Optimizing Lahey Acute Care Services

15.777 H-Lab Fall 2022

Steve Fan, Elle Li, Rebecca Reubenstein, Shira Rieke

Background

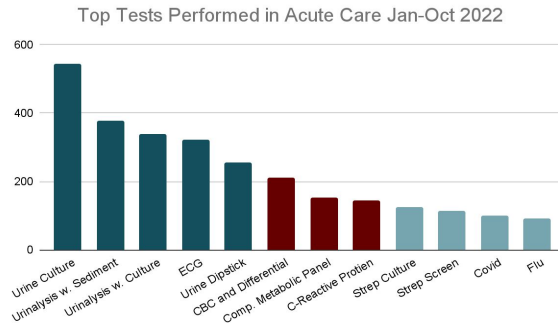
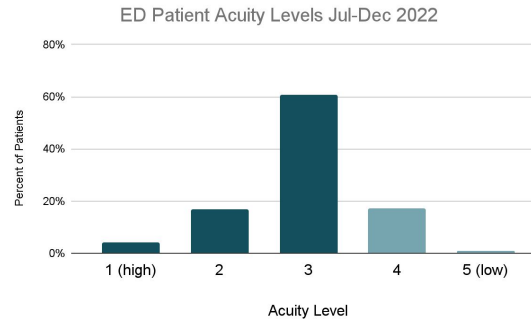
- ED is overcrowded
- Low-acuity patients could be treated more efficiently in Acute Care clinic
- EMTALA guidelines require ED to see all patients who present there

What is Acute Care?

- Similar to urgent care
- Access to more extensive hospital resources
- Can't see Covid patients
- Limited evening and weekend hours

Analysis

- Limited community awareness of Acute Care
- Difficult to locate
- Lack of web presence



- Acute Care doesn't triage patients
- Testing is performed in various parts of the hospital

Recommendations

Short Term

- Advertising
- Increased staffing
- Point-of-care testing

Long Term

- Clinic relocation
- Extended hours

Future Work

- ED patient boarding
- Data infrastructure