**Deliverables and Critical Success Factors (CSF)**

Project: Emergency Department Fast-track System and Triage Team

Project Manager: *Student Name Here* Date: September 17, 2022

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| **Deliverables** | **Description** |
| Charter | The charter provides organization structure and planning involved in the project which includes the budget, objectives, approach, and roles and responsibilities of team members. |
| Scope  | The scope is a form of reference to define goals, strategies, deliverables and deadlines. |
| Literature Review | The literature review document provides a current summary of previous research that supports the implementation of a fast-track system and triage team. |
| Communication Plan | The communication approach to provide to all stakeholders and other personnel that are involved. |
| ED Fast-track Protocol | Document to provide guidelines to successfully implement a fast-track system and define staffing needs to improve ED workflow.  |
| Use of Emergency Severity Index (ESI) training/competency | To train staff on the use of ESI to effectively triage and identify patient acuity to ensure efficient care is provided.  |
| Hiring of ED Physician | To enhance triage assessment and reducing arrival-to-provider time to effective move patients within the ED. |
| Hiring of ED Registered Nurse | RN support at the fast-track system will contribute to the efficiency and quality of treatment of patient with less severe symptoms. |
| Daily ED Staff Huddles | To discuss standards of work, which include process for fast-track system and ensure quality and safe care is provided daily. |
| Development of Fast-track System and Triage Team Staff Education | Develop education plan regarding functional roles and responsibilities for the fast-track system and triage team. |
| Plan for staff education and training | Provide training and competencies of roles and expectations for fast-track system and triage process. Staff have 8 weeks to complete competency. |
| Monthly Data Collection Related to ED Throughput | Data collection of patient wait times, arrival-to-provider times, and rate of leaving without being seen (LWBS) |
| ED constructions contract | Includes details of scheduling, deadlines, blueprint, budget and legal compliance for the development of the ED fast-track system and triage space as well as the waiting room renovation |
| Construction of Fast-track system desk and triage area | Provide efficient space for fast-track system that is equipped with essential IT equipment and medical supplies and equipment. |
| Renovated waiting room | Updated waiting room features with increased visibility of staff to ensure safe viewing of all patients in waiting area.  |
| Patient Satisfaction Survey | To monitor patient experience in the ED. |

Critical Success Factors (CSF) by Priority

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| 1. Identify all key stakeholders and obtaining support through the development of a project scope and charter by September 24, 2022.- Note dates to make it truly measurable  |
| 2. Review of scholarly literature and implementation of evidence-based research strategies that supports the ED fast-track system and triage team to decrease ED throughput and rate of LWBS. |
| 3. Development of effective communication approach to promote collaboration and accountability of all key stakeholders throughout the various phases of the project as evidence of 90% attendance of scheduled meetings and ability to meet deadlines and goals.  |
| 4. Project manager, ED nurse manager, ED charge nurse/RN, and ED Clinical Nurse Specialist, ED physician to develop a fast-track protocol by October 2, 2022. |
| 5. All key stakeholders to collaborate to create ED construction contract by October 9, 2022. |
| 6. Obtain approval of ED physician and RN FTE by October 9, 2022.  |
| 7. Recruitment and onboarding of ED physician and RN by November 14, 2022 |
| 8. Staff education and competency is provided to ensure accurate use of ESI to effectively triage patients and identify appropriate patient acuity to prioritize and coordinate care in the ED by January 2, 2023. |
| 9. Staff education and competency of the ED fast-track protocol to effectively execute the fast-track system and team triage process. All staff members will understand their roles and responsibilities to provide safe and quality care within the triage process by January 2, 2023. |
| 10. Weekly review of ED construction progress with engineering to ensure project construction is on track and meet deadline completion of January 2, 2023 |
| 11. Availability of equipment and supplies to fast-track system and triage space by January 2, 2023, |
| 12. Ensure staff accountability by performing weekly chart audits and observations to ensure appropriate use of ESI and timely management of lower acuity patients. |
| 13. Monthly analysis of the number of patients seen every month to provide updates and transparency to staff in order to routinely evaluate ability to enhance ED throughput. This is will data collection of patient wait times, arrival-to-provider times, and rate of leaving without being seen (LWBS). |
| 14. Quarterly data collection and sharing of patient satisfaction survey scores. |
| 15. Daily huddles are performed with ED management and ED staff to communicate fast-track workflow and discuss monthly data on project progress to improve ED throughput and patient satisfaction scores. |