



The APP Managed Short Stay Unit

A Purpose Driven Project

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The Origin Story

- Prolonged observation stays were contributing to increased ED boarding, extended wait times, higher patient costs and reduced in-patient bed availability
- Hospital-wide dispersion of OBS patients, combined with mixed provider assignments, impeded efficient turnaround and timely patient disposition
- Majority of observation patients were managed by the Hospital Medicine service therefore this team was identified as a key stakeholder in the project
- Beginning in January 2025 selected observation patients were cohorted on a 14-bed unit without an initially dedicated provider structure.

The Why

- Reduce average observation hours to decrease patient cost and resource utilization
- Address operational challenges associated with reimbursement reductions
- Optimize observation unit throughput without compromising care quality
- Improve patient flow through timely reassessment and disposition

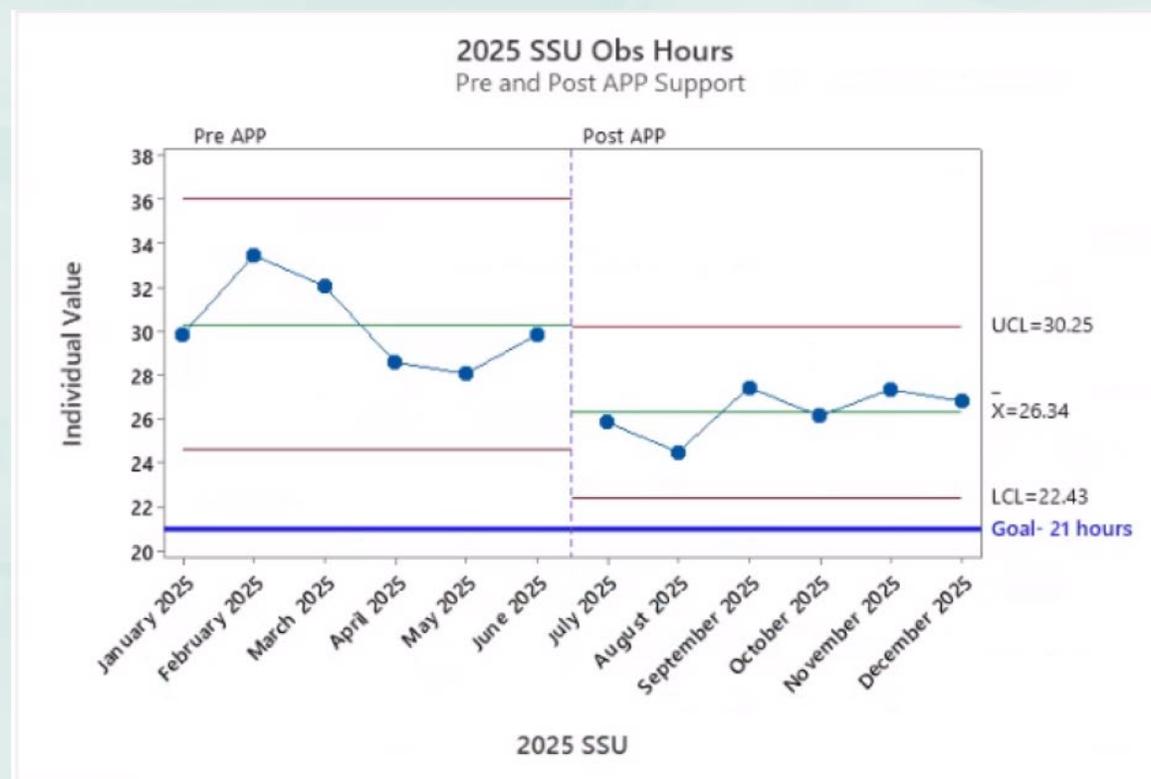
APP Role and Goal

- Expedite MRIs, CTs, Echos and final lab work
- Proactively engage consultants regarding recommendations prior to discharge
- Secure an efficient and safe discharge plan
- Constant communication with PT/OT/CM/nursing
- Act as front-line managers for real-time decision making
- Target average observation LOS \leq **21 hours**

Barriers

- Staffing challenges- nursing and provider
- Inconsistent provider buy-in impacted utilization of APP role and unit
- Identifying correct admission criteria
- Impact of overflow of inpatient status/conversion from OBS to inpatient negatively effecting throughput
- unrealistic expectations

The Data



Keep Moving Forward

- Statistically significant 15.8% reduction in average observation LOS (30.3 to 26.16 hours)
- Optimize interdisciplinary approach with PT/OT/ST/CM
- Quarterly meetings with leadership to continue refinement
- Narrowing inclusion and exclusion criteria to prevent long stays and medically complex patients
- Reassess data every 6 months

Contact Information

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