



Lima Memorial Health System

About Lima Memorial Health System

Lima Memorial Health System is a 329-bed health system providing care to a 10-county region with a population of 376,797. Their annual ED volume of emergency visits is 32,023. As of August 2021, stroke alert volume increased by 25% over 2020.

The Problem

The door-to-needle (DTN) average for thrombolytic administration was greater than 60 minutes between August and November 2020.

The Result

Lima Memorial developed a process improvement plan by collaborating with our Quality Program Specialists to conduct an intense data review of the current state of the stroke program and a root cause analysis.

First, a significant change in the workflow process was launched by implementing a priority button in the ED. The triage nurse is empowered to activate the stroke alert by pressing the priority button for any patient that presents with a BEFAST (+) screening.

Second, a robust stroke education plan was rolled out to include weekly education with the ED staff to include program updates, stroke alert process, and new implementations. Four mock stroke alerts were conducted over a year with our Regional Medical Director, and post-mock alert reviews were performed to provide valuable feedback.

Lastly, an education program was presented to EMS personnel for stroke identification and pre-notification based on Cincinnati stroke scale findings.

The Takeaways

- ✔ Lima Memorial Health System committed to improving DTN times
- ✔ They worked closely with our Quality Program Specialists and Regional Medical Director to implement specific process improvements
- ✔ The average DTN time improved by 35%

Lima Door-to-Needle Average

