National Emergency Department Overcrowding Score (NEDOCS)

A common cause of ED overcrowding, in addition to volumes, may be caused by inefficiencies in hospital throughput. The impact to ED operations, staff stress levels, morbidity and mortality, and patient experience is significant. Often times the ED may know they're overcrowded but it can be difficult to articulate that to non-ED staff/leaders.

Providing an objective, quantitative score to define ED overcrowding can help EDs and the hospitals provide appropriate resources to the ED and rest of the hospital to reduce delays in care and boarding, which have been shown to have significant impacts on patient morbidity and mortality.

NEDOCS is a validated tool which uses specific data points to quantify ED overcrowding and then categorizes the data into ranges. Hospitals can then build response plans based off the ranges which allows for a more standardized approach to handling patient throughput.

AHS is working on adopting NEDOCS as our standard tool to both measure and respond to ED overcrowding. Use of this tool will go into effect September 5, 2017 as a starting point so we can continue to build and improve our responses to manage ED overcrowding.

For ED we're proposing:

- The ED charge nurse completes this tool (ideally) every 4 hours and communicates the score to the Nursing Sup.
    - We'll need to gather baseline data in order to both test the internal hospital responses and accuracy of the point ranges.

References

http://turner-white.com/pdf/jcom_oct10_overcrowding.pdf

http://www.calhospital.org/sites/main/files/file-attachments/ed_overcrowding_webinar_final_0.pdf