1. **Problem:** Historically the average turnaround time for an acute rehabilitation admission from the initial referral made Laguna Honda less competitive in the community for acute rehabilitation services. Feedback was provided to Laguna Honda that we took too long to decide on referral admissions from the acute care hospitals.

2. **Aim:** Reduce the average turnaround time for acute rehabilitation admissions to 1.5 days or less. Turnaround time is defined as the period of time starting when the referral is received by Laguna Honda from the acute care hospital to the time that Laguna Honda provides the admission decision.

3. **Intervention(s):**
   - Provide alerts to Admission and Eligibility and Acute Rehabilitation team members when patients are entered into the referral tracking system. This intervention was suggested by a member of a multidisciplinary team that met in the very early stages of our Lean journey.
   - A&E checks eligibility and makes decision on financial agreement form prior to case receiving clinical review
   - House Rules and Smoking Compliance forms are completed on the day of scheduled admission by nursing staff on Pavilion Mezzanine Acute

4. **Measures/Indicators:** Measure the time for all Acute Rehabilitation admissions from the receipt of the referral to arrival at Pavilion Mezzanine Acute.

5. **Results:**
   - The nine residents who were not admitted did not meet acute rehabilitation criteria
   - During FY16-17, Laguna Honda’s Acute Rehab had received 32 referrals and admitted 23 residents with a 72% admission rate.
6. **Lessons Learned:** When Admission and Eligibility receives an alert about a new referral to Acute Rehabilitation, Admission and Eligibility can immediately begin the process and make a decision on financial agreement form thus eliminating unnecessary work if the patient is ineligible.

7. **Next Steps:** Continue monitoring to insure the turnaround time for acute rehabilitation admissions remains at 1.5 days or less. Continue to promote the Acute Rehabilitation services at LHH to ZSFG in order to increase the number of referrals and retain the patients in our network. Work to increase referrals to Acute Rehabilitation from 3 to 6 to align with our True North Metric Goals.

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