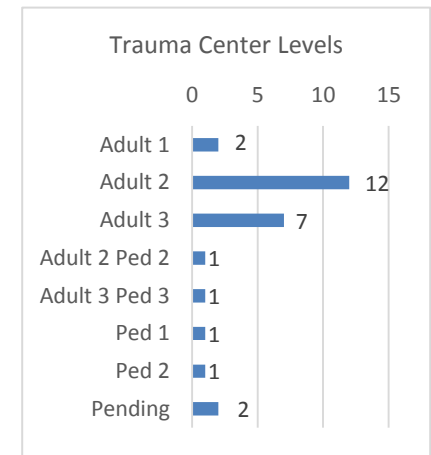


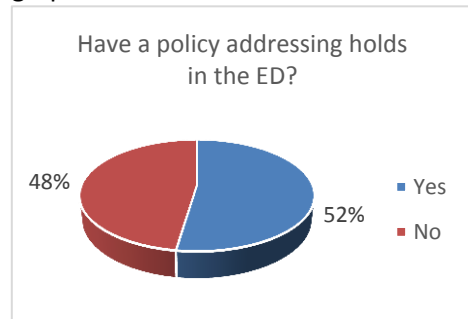
**Request:**

1. Level of Trauma Center (Select those that apply)
2. Does your facility hold patients in the Emergency Department because beds are not available on the floor/unit?
3. Do you have a policy addressing holding patients in the Emergency Department while awaiting beds?
4. Do you meet resistance with the policy?
5. What actions have you taken to address the resistance?
6. What actions have you taken to decrease or eliminate ED patient holding?
7. What is your average hold time in the ED while awaiting a bed on the floor/unit?
8. Do you have an assigned holding area or beds for Emergency Department holds?
9. If yes, do the nurses assigned to these areas continue to cover their regular Emergency Department assignments?

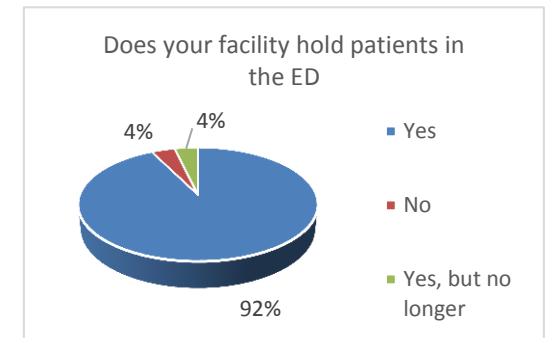


**Response:**

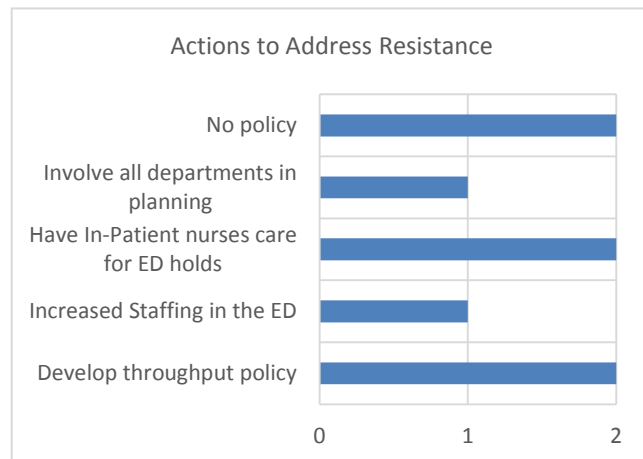
We had 27 facilities respond to this survey. The level of trauma centers responding can be seen in the corresponding graph.



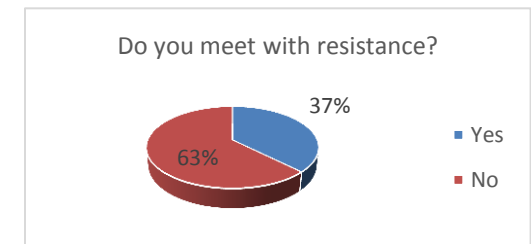
**Does your facility hold patients in the Emergency Department because beds are not available on the floor/unit?** The majority of facilities (92%, 25 of 27) hold patients in the Emergency Department because beds are not available on the floor. Few comments were made on this topic. Of the comments made, the common thread was that emergency department holds were rare in these facilities.



**Do you have a policy addressing holding patients in the Emergency Department while awaiting beds?** Twenty-two facilities responded to this question. Of the 22 facilities, 11 (52%) have a policy. None of the responding facilities shared their policies.



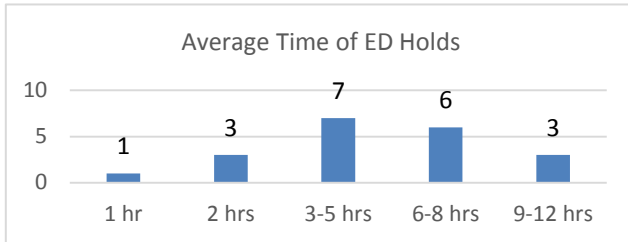
**Do you meet resistance with the policy?** Sixteen facilities responded to this question. Ten of the 16 (63%) reported they do not meet resistance to their emergency department hold policy.



**What actions have you taken to address the resistance?**

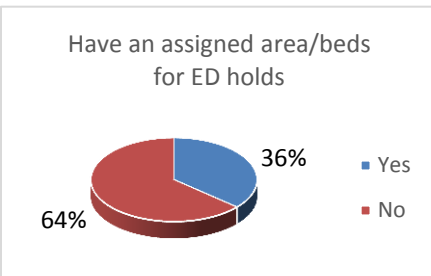
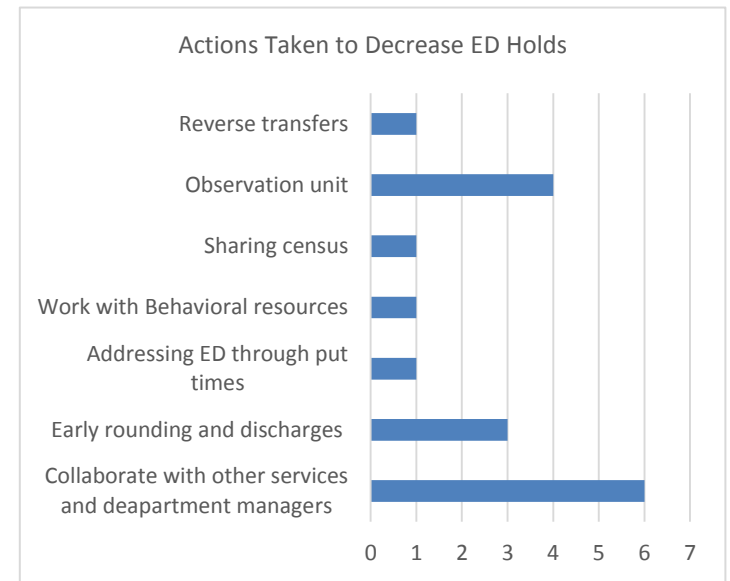
Facilities have addressed the issue of resistance by involving all departments in planning when ED holds occur to anticipate need for bed availability, have In-patient nurses, include critical care nurses, to care for ED holds, adding additional ED staffing to address patient care needs, and developing a throughput policy. Additional comments can be seen in the table below.

**What actions have you taken to decrease or eliminate ED patient holding?** Multiple actions were described by facilities to address the problem with ED holds. The actions included reverse transfers to “sister” facilities, opening observation units, sharing census information with other departments to assist with planning, working with behavioral resources to address psychiatric patient holds, addressing through put processes, early rounding to enable early discharges to free up beds and to collaborate with other services and department managers to address the need for beds. Specific comments are listed in the table below.



**What is your average hold time in the ED while awaiting a bed on the floor/unit?** Twenty facilities responded to this question. Hold times varied by facility. The most frequent time frame was 3-5 hours (7 facilities, 35%), followed by 6-8 hour holding times (6 facilities, 30%). Holding time of 2 hours and 9-12 hours were listed by

three facilities each (15% each) and one facility identified a 1 hour time frame (5%).



**Do you have an assigned holding area or beds for Emergency Department holds?** Twenty-two facilities responded to this question. Fourteen (64%) of the do not have an assigned area/bed for ED holds. The remaining eight facilities (36%) had an assigned are/bed for ED holds. **If yes, do the nurses assigned to these areas continue to cover their regular Emergency Department assignments?** The facilities were evenly split, half use the ED nurses to care for these patients and their regular department assignments as well. The others do not require the ED nurses to care for the ED hold patients and their regular emergency department assignments. One facility used staff nurses to supplement the staffing for the hold patients.  
**Responses (Information listed by Trauma Center Level and then name of individual responding)**