

NEAT Patient Journey Template

A patient journey template can be used to help determine the reasons for patients staying in the Emergency Department (ED) for longer than 4 hours. Analysis of the time spent throughout a patient journey can assist clinicians evaluate what patients were waiting for and why in certain periods of that journey. This template provides a basic framework to allow you to look at the total length of the patient journey as well as the individual stages to aid in analysis of delays. It can be used for general patient journeys in the ED or for a sub group, e.g. surgical admissions, mental health.

	Patient 1	Patient 2	Patient 3	Patient 4	Patient 5	Patient 6	Patient 7	Patient 8	Patient 9
MRN									
Time of Registration									
Time of Triage									
Time of CIN									
Time seen by Dr. or NP									
Time of Intervention/Treatment									
Evidence of a clinical treatment plan									
* Time of Specialty/Team review									
* Time of ED Senior Consult									
Time of diagnosis									
Time of decision to admit									
Time bed allocated									
Time patient ready for transfer out of ED									
Discharge time									
Comments e.g. MOC used									
Overall time in ED									

* If required