Figure 1. Patient Transport Process

1. Patient identified as appropriate for transport
2. Neonatologist counsels parents about transport
3. Parents consent to transport
4. Parents sign consent form
5. Transport time scheduled
6. Transport team arrives at patient’s bedside
7. Patient is transported
8. Neonatologist prints summary and gives to transport team
9. NP/resident prepares transfer summary and submits to neonatologist
10. Neonatologist reviews, edits and signs summary
11. Parents sign consent form
12. Bed available at accepting hospital
13. Insurance approves payment request
14. Case manager makes referral to hospital and payment request to insurance company
15. Patient not transported
Figure 2a. Baseline On-Time Transfer Summaries

Figure 2b. Baseline On-Time Summary Preparation
Figure 3. Discharge Summary Preparation

Transport scheduled

NP/Resident creates document on computer

NP/Resident updates document on computer

NP/Resident completes document on computer

NP/Resident uploads document to dictation system

Neonatologist signs summary at computer

Neonatologist reviews and edits summary at computer

Neonatologist prints summary

Neonatologist electronically submits summary

NP/Resident places summary in medical chart
Fig. 4a On-time Summary Preparation

Fig. 4b On-time Transfer Summaries
Fig. 5 Time For Multi-Disciplinary Rounds
Figure 6. Declined Referrals

Frequency

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
2013-2014