

Intervention / Measure	Baseline	Sustainment
Phone Assigned to Providers and Nurses	40%	100%
Triage Chief Complaint Comments Use	28%	94%
Whiteboard Use	0%	65%
Families' Ability to Identify Care Providers (<i>Whiteboard Use Outcome measure</i>)	67%	88%
Families' Knowledge of Next Steps in Care (<i>Whiteboard Use Outcome Measure</i>)	70%	78%
Call lights pushed per hour (<i>Whiteboard Use Balancing Measure</i>)	2.1	0.3