

# Transforming Transport

## FEATURED TEAM

Adult Medicine, Capitol Hill Medical Center  
(Mid-Atlantic States)

## SMART GOAL

Reduce staff time spent transporting a patient by wheelchair from the unit to the lab, pharmacy, hospital entrance or public transit stop from an average of 30 minutes to 15 minutes.

## WHAT THEY DID

- » Tracked transport times by staff members
- » Obtained new, wider wheelchairs
- » Coordinated transport times with other departments
- » Created and staffed a new dedicated transporter position

## RESULTS

Patient transport times (minutes)

BEFORE»  30

AFTER»  10

