**The ED Real Time Dashboard displays real-time data for the Emergency Department and Walk-In Clinics. The dashboard pushes information to department managers and other users to support bed management, staffing, and other decisions that ultimately drive throughput and patient satisfaction.**

## ED Real Time Dashboard

➢ **Accessing the Dashboard**

To access the dashboard, click the **ED Real Time Dashboard** button to the right of **Enhanced Tracking** (for nursing) or **Results Callback** (for providers). If you do not see the button, click the drop-down arrow at the end of the **Organizer Toolbar** to reveal the option. (See the **Toolbar Preferences** flyer for "how-to" information.)
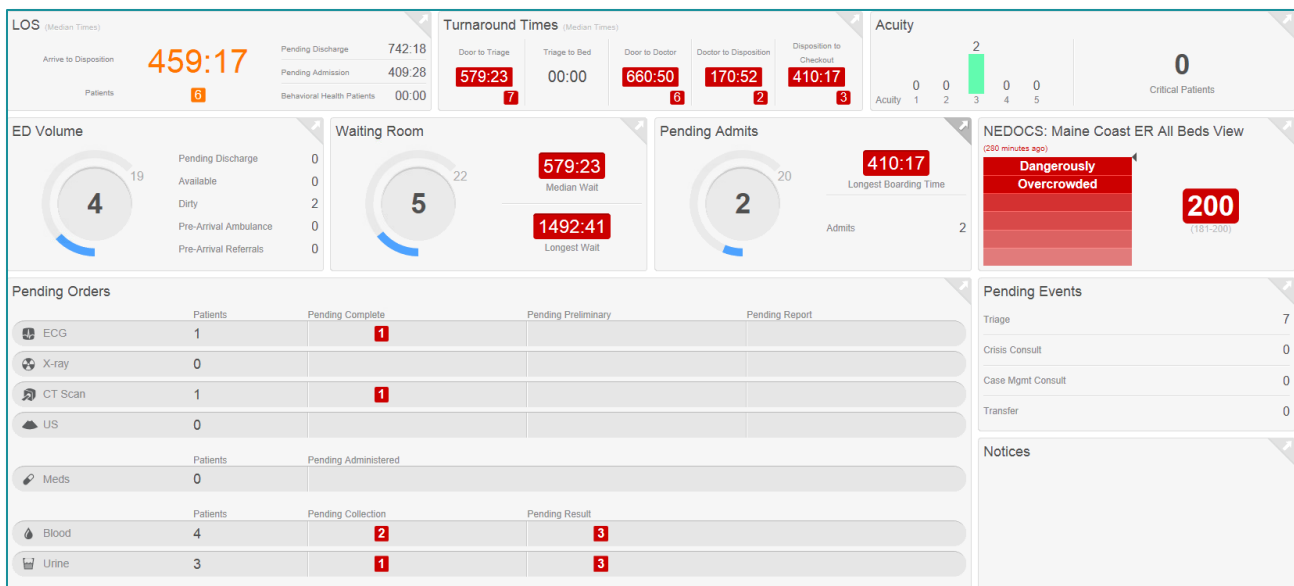


➢ **Setting the Default Location**

After selecting your primary facility from the **Location** drop down, set the location default by clicking the **Options** menu in the top right corner (pictured to the right). Select **Save as Default Location.**
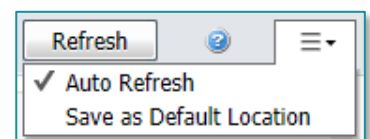


➢ **Color Key**

- Blue Boxes & Text:  Number of patients or time **below** the **high** threshold.

- Orange Boxes & Text:  Number of patients or time **above** the **high** and **below** the **critical** thresholds.

- Red Boxes & Text:  Number of patients or time **above** the critical threshold.

➢ **Viewing Patient-Level Data**

Click any component in the upper-right corner to view specific patient-level information related to the component. The view within the details dialog will vary depending on which component is selected.

The top section will display a small image of the component. On some, you will see information organized in a tabbed format, patients with pending orders for example. The body of the dialog box shows patients that fall into Overdue and Critically Overdue. Click the patient name to launch directly into the chart. At the bottom of the window, you will see a key to show target times.



**Here is what you can find in each component on the ED Real Time Dashboard:**

➢ **Length of Stay**

Reports the median times for Arrival to Disposition, Pending Discharge, Pending Admission, and Behavioral Health Patients. Prearrivals are excluded from this data.

➢ **Turnaround Times**

Displays metrics to track milestones through a patient's visit: door to triage, triage to bed assignment, door to doc exam, doc exam to disposition, and disposition to checkout.

➢ **Acuity & Critical Care**

Shows the acuity and number of patients assigned to each acuity level in a bar graph format. This also displays the total number of critical patients, with a breakdown of the critical patients by critical category.

➢ **ED Volume**

Breaks down ED volume by bed status (occupied/dirty/ready). This excludes patients in the waiting room.

➢ **Waiting Room**

Displays all patients in the waiting room location, detailing median wait and longest wait times.

➤ **Pending Admits**

Includes any patients with a Decision to Admit order and displays the longest boarding time.

➤ **NEDOCS**

The National Emergency Department Overcrowding Scale (NEDOCS) is a scoring system designed to quantify the level of Emergency Department (ED) overcrowding at the current time.

➤ **Patients with Pending Orders**

Contains any patients with a pending ECG, X-ray, CT scan, ultrasound, medication, or lab order.

➤ **Pending Events**

Provides a summary of patients who are waiting for a specific tracking event to be completed; triage, crisis consult, consult, transfer. The component gives a quick glance at patients waiting for tasks to be completed or patients who need to be easily tracked.

➤ **Notices**

Consists of communications that are entered in the **Details** dialog box. It displays the text, name of the user who last made an update and the time the last update was published.