

# How El Camino Health Improved Discharges Before Noon to Post-Acute Facilities



RoyalCare helped us build a platform to support our early discharge goals; Communication is seamless and streamlined. Transportation to our post acute partners is no longer an issue. RoyalCare is innovation-focused, mindful of industry trends and flexible enough to support a culture of continuous performance improvement.



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## The Situation

In 2021, El Camino Health (ECH) shared with RoyalCare their goal of **discharging 50% of patients before noon** to help improve patient flow and throughput. To help support this target, RoyalCare partnered with their team to conduct **Lean Value Stream Mapping** and analyze patterns in data to identify the leading causes of discharge delays.

## The Solution

Targeting post-acute care transitions, RoyalCare and ECH co-created new patient transfer and communication processes, coordinated with key post-acute partners, and aligned transportation resources to support the organization's goals. The enhancement **fostered downstream workflow improvements**, expanding staff bandwidth by over **20 minutes per patient** on average, when discharged to the post-acute network.

## The Results

Increase in discharges before noon.  
Scaling from 11%; 44% of discharges now happen before noon.

33pts.

547hrs. Quarterly bed hours avoided.  
Saving approximately \$75K per quarter.



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