

EM/HM Integrated Service Delivery

Challenge

The client's partnership with SCP began in 2012 with an initial focus on improving poor operational and quality metrics in the ED. After a year, it became clear the HM program was also underperforming, thereby impacting patient care and the admissions process. The hospital faced a number of challenges including:

- High ALOS (HM)
- High LWOTs (EM)
- Low Patient Satisfaction Scores (EM/HM)
- Low Provider Retention (EM/HM)
- Transfer Issues (EM/HM)
- Inconsistent Patient Care (EM/HM)

Solution

After performing an Operational Analysis, we implemented key improvements in strategies and processes that generated meaningful metric improvements. The decision was made to expand our relationship to address the HM issues and capture the benefits of integrated EM & HM service delivery. Initiatives included:

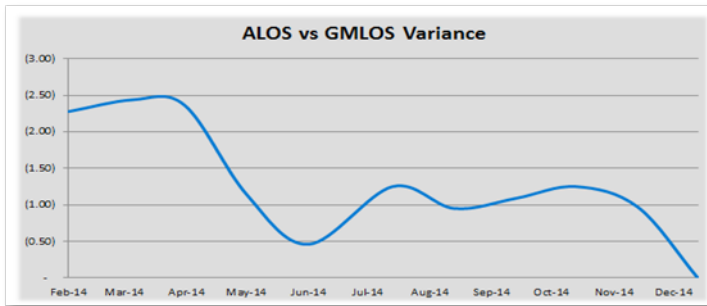
- Formalized SOrT Process
- Additional Fast Track Hours
- Implemented Scribe Services
- Appointed Seasoned HM Medical Director
- Added Advanced Practitioner Coverage
- Appointed Lead Nurse Practitioner
- EM & HM Admissions Playbook
- Patient Transfer Process
- Live Physician Education
- Monthly Provider Meetings
- Adjusted Nursing Staff Hours
- Weekly Administrator Updates

About the Client:

- *The flagship hospital for a large non-profit, community-owned regional health system*
- *Annual ED volume of 62,000*
- *25,000 annual HM encounters*

Results

- Decreased LWOTs
- Increased Patient Satisfaction
- Increased Core Measures
- Decreased ALOS
- Increased Provider Retention
- Increased Streamlined Admissions



Sample Impact: 1.5 Day Decrease

“Looking back, it was hard to imagine our HM program could ever perform as smoothly as it is today. We’re thankful for the direction of Schumacher Clinical Partners.”

–Client CEO

Contact us for information on how we can help you reach your goals.

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