

EM AND HM SYNERGY IMPROVES LOS, READMISSIONS, AND PATIENT EXPERIENCE

CASE STUDY

PARTNERSHIP BACKGROUND

This 204-bed hospital was experiencing consistent inefficiencies leading to high LOS, rising readmission rates, and disconnected patient experience. The facility partnered with SCP Health (SCP) to help impact these important metrics by addressing recruiting, coverage models, and patient satisfaction levers for both the Hospital Medicine (HM) and Emergency Medicine (EM) programs.

GOALS

- ▶ Recruit quality HM providers to achieve a fully staffed schedule
- ▶ Solve challenges in throughput to reduce LOS and readmissions
- ▶ Achieve high patient satisfaction

STRATEGY

SCP took two key steps to help this hospital accomplish the goals it had identified.

First, SCP encouraged the hospital to start using talented nurse practitioners and physician assistants to stabilize the schedule. Then, the recruitment team helped the facility recruit local, permanent, full-time providers and establish a new Medical Director.

Second, SCP formed a Joint Operations Committee (JOC) for the facility's EM and HM providers. The JOC included collaborative meetings to facilitate communication and teamwork. This initiative both helped existing providers bridge the gap between departments and enabled the newly recruited providers to quickly build successful relationships with others throughout the facility.

IMPACT

- ▶ LOS:
 - HM: decreased by 13%, from 4.58 days to 4.00 days
 - EM: decreased by 17%, from 3:52 minutes to 2:51 minutes
 - Total savings from LOS reduction: \$7.3 million
- ▶ Patient satisfaction: improved by 9%
- ▶ HM PN readmissions: reduced by 4.2%
- ▶ HM CHF readmissions: reduced by 15.12%



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