

Appropriate ED Design & Recruit-Over

Challenge

When Schumacher Clinical Partners assumed the contract for Columbus Regional, the hospital was facing difficulty with the layout of their Emergency Department. Physically, the space could not properly accommodate patients. Patient throughput in the ED was a feat. Triage and MSE space and the waiting room were distant, and patients were detached from where they needed to be in order to secure quick and efficient triaging. As a result, the facility was experiencing increased wait times, decreased patient satisfaction, and an increase in LWOTs.

Solution

- Complete provider recruit-over within 90 days
- Focus on providing an outstanding patient experience
- Assisted in the redesign of the triage and MSE space
- Improved ED flow by redesigning and optimizing the existing space
- Provider up front has allowed for quicker and more appropriate diagnostics and treatment

Results

The facility has since experienced notable positive change in ED wait times decreasing from 30 minutes to 14 minutes, and LOS times were nearly cut in half. Significant enhancements in throughput have resulted in continuous improvements in patient satisfaction scores, with recent rates at a 12% increase since the start date of Schumacher Clinical Partners contract.

