

CASE STUDY

PARTNERSHIP BACKGROUND

A large system in Georgia had two ongoing Emergency Medicine (EM) partnerships with SCP Health (SCP)—both of which were leading the way in quality metrics across the health system’s EM programs. After acquiring a new facility, system leadership realized the value SCP could offer by leading a quality performance transformation in this newly acquired local community hospital’s Hospital Medicine (HM), ICU, and EM programs. Ultimately, the system chose SCP for this important venture because it needed a dedicated and responsive partner with deep experience in all three areas.

GOAL

Improve the new facility’s reputation by achieving proven, objective evidence of quality in its **HM, EM, and ICU programs**.

STRATEGY

SCP developed strong relationships with the Medical Directors and executive teams over the facility’s EM, HM, and ICU programs by listening closely to their concerns and customizing tactics to address them. The system and facility leadership benefited greatly from having a **comprehensive partnership across all three programs**--significantly increasing efficiencies and decreasing administrative burden. Specifically, SCP’s approach included:

► HM:

- Implemented geographic rounding within **two weeks** of partnership go-live
- Started a multi-disciplinary mega-huddle to discuss patients with discharge barriers within **four weeks** of partnership go-live

- **ICU + HM + EM:** Initiated a Joint Operations Committee (JOC) to bring HM, ICU, and EM providers, executive team leaders, and frontline representatives into regular meetings on quality improvement within **five weeks** of partnership go-live

These practices were chosen for a few reasons. First, they strengthened employee communication, leading to a greater understanding of each other’s purposes, priorities, and pain points. Second, these tactics fostered a spirit of learning and growth within the organization through best practice education, working groups, and pilot initiatives. Lastly, SCP’s approach generated tangible, unprecedented outcomes for the facility’s quality metrics and reputation.

IMPACT

Within the first **six months** of of partnership, the facility started building a strong reputation with the following metric improvements:

- **Excess days per patient, hospital wide:** Decreased from .87 to .16 days
- **ICU wRVU per encounter:** Increased from 3.43 to 3.70
- **LOS, hospital wide:** Decreased from 4.64 days to 3.99 days

SIX-MONTH RESULTS



EXCESS DAYS PER PATIENT,
HOSPITAL WIDE:
DECREASED FROM
.87 TO .16 DAYS



ICU WRVU PER ENCOUNTER:
INCREASED FROM
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LOS, HOSPITAL WIDE:
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