

Lafayette General Medical Center: EM & HM Integrated Service Delivery

● Challenge

Lafayette General Medical Center (LGMC) and Schumacher Clinical Partners' (SCP) partnership began 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)
 - Low Provider Retention (EM/HM)
 - High LWOTs (EM)
 - Transfer issues (EM/HM)
 - Low Patient Satisfaction Scores (EM/HM)
 - Inconsistent patient care (EM/HM)
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● Approach

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

● Results

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



“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.”

David Callecod
President, Lafayette General Health