

NEW ER LAUNCH INSPIRES CLINICAL AND OPERATIONAL TRANSFORMATION

CASE STUDY

PARTNERSHIP BACKGROUND

One facility in a Texas-based system was building a new ER. To help guide them through the transition to the new space and transform their clinical effectiveness, facility leadership chose SCP Health (SCP) as their partner for Emergency Medicine (EM).

GOALS

- ▶ Increase volume in new space
- ▶ Renew focus on national benchmarks, including LWOT/ AMAs, LOS (discharged), and exam-to-decision time

STRATEGY

Throughout the building project, facility leadership realized that this new ER presented the opportunity for a 'fresh start' in many ways. To that end, they made a corporate commitment to provide an elevated standard of care in this new space.

Once the new ED was ready, clinical and non-clinical leadership from the facility and SCP met daily for four months to execute a lean transformation. The consistency, accountability, and inclusiveness these meetings fostered was key to establishing trust and driving sustainable change.

In this time, this core group also planned and deployed new communication systems, executed mock drills to test many process changes, and performed rapid cycle testing for larger change initiatives.

To further the success of this service line in elevating the standard of care, SCP implemented:

- ▶ **A tailored staffing plan**, including a diverse mix of physicians and NPs/PAs
- ▶ **Workgroups and teams** to accomplish focused goals, including patient satisfaction, residency workflow, quality improvement, and volume growth
- ▶ **Consistent data reporting**, analysis, and application methods

IMPACT

- ▶ **Billable volume:** Increased from 34,640 in Year 1 to 44,987 in Year 2
- ▶ **Exam-to-decision time:** Decreased from 180 to 124 minutes in 5 months
- ▶ **LOS (discharged):** Reduced from 244 to 186 minutes in 10 months
- ▶ **LWOT/AMA%:** Decreased average from 4.04% in Year 1 to 3.35% in Year 2



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