

# ‘Please have a seat in the waiting area’

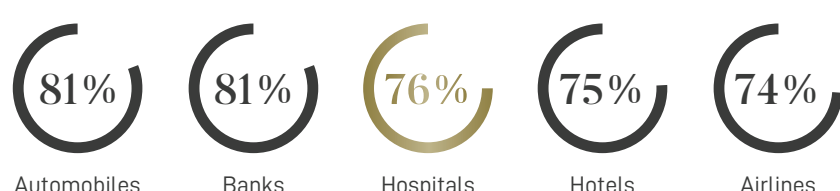
Why a **data-driven, collaborative approach** can end the game of hurry up and wait in the emergency room

Triaged emergency room patients care about two things: Being seen by a provider and finding out what comes next — and both as quickly as possible.

Still, solving patient throughput issues is a persistent challenge for healthcare executives, who must balance the inherently unpredictable nature of emergency medicine with high labor costs, dwindling reimbursements and the transition away from the traditional fee-for-service model. Even more, social media and increased competition for patients among hospitals and health systems are disrupting emergency medicine by forcing providers to put a greater emphasis on customer service and wait time reduction.

## How do hospitals rank?<sup>2</sup>

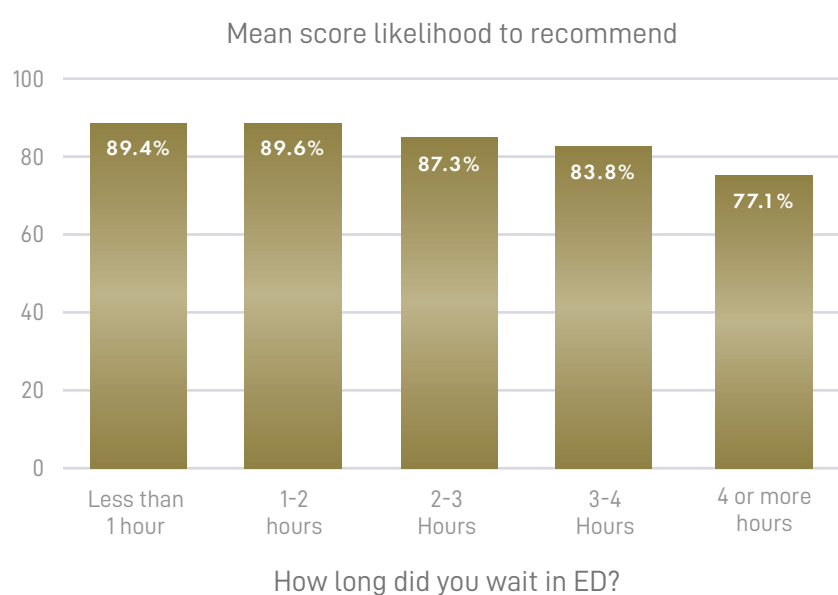
Consumer satisfaction scores by industry



## ‘When will I see a doctor?’<sup>3</sup>

Understanding the relationship between ER wait times, patient satisfaction

### Association between wait time and likelihood to recommend



## U.S. emergency rooms: by the numbers<sup>1</sup>

**145.6 million**

Number of visits

**12.6 million**

Number of ER visits resulting in hospital admission

**39%**

Percent of visits with patient seen in fewer than 15 minutes

**8.7%**

Percent of visits resulting in hospital admission

## National Rankings: ER wait times



## Regional emergency room KPIs (median time, in minutes)<sup>4</sup>



## Interested in learning more about reducing ER throughput and improving patient satisfaction? Let’s talk.

Professional Emergency Medicine Management’s partnership model provides alignment between our team, the hospital and physicians, allowing us to work as a unit and break down barriers that hinder process improvement. Our goal is to remain small and focused, allowing us to provide tailored services to emergency departments and work hand-in-hand with staff to drive metrics.

### What We Do:

We offer data-driven management and real expertise in emergency department services — exploring the

complete extent of the efficiency process. Our process improvement strategies are based on proven lean methodologies and transparent, collaborative relationships with hospitals and physicians. Our services aim to enhance patient satisfaction by making visits better, faster and more efficient.

### How We Do It:

In many cases, we offer a physician partnership model which enables us to accomplish several goals. First, the establishment of an engaged core physician group and consistent staffing. Second, the implementation of interdepartmental, collaborative meetings centered around process improvement. Third, the delivery of quality care and a premier patient experience. Our end game is to attract physicians who will support the management and continuous improvement of the department.

<sup>1</sup> <https://www.cdc.gov/nchs/fastats/emergency-department.htm>

<sup>2</sup> <https://www.theacsi.org/acsi-benchmarks/benchmarks-by-industry>

<sup>3</sup> [http://images.healthcare.pressganey.com/Web/PressGaneyAssociatesInc/%7Ba605f55a-ed21-4b76-920f-01ed3fd0f466%7D\\_PG\\_Emergency\\_Department\\_WP.pdf](http://images.healthcare.pressganey.com/Web/PressGaneyAssociatesInc/%7Ba605f55a-ed21-4b76-920f-01ed3fd0f466%7D_PG_Emergency_Department_WP.pdf)

<sup>4</sup> <https://projects.propublica.org/emergency/>