



Is it hurry up and wait in your ER?

WHY A DATA-DRIVEN, COLLABORATIVE APPROACH CAN INCREASE PATIENT THROUGHPUT

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 health-care 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?²

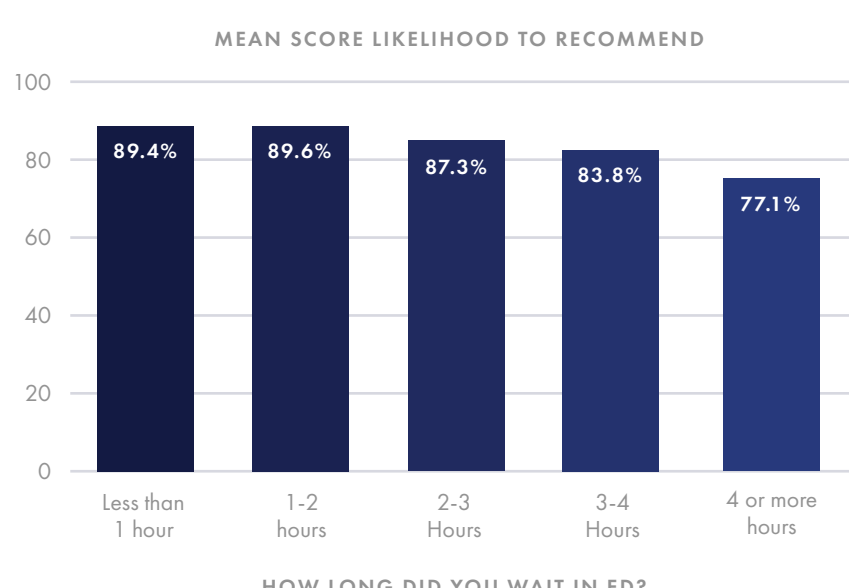
CONSUMER SATISFACTION SCORES BY INDUSTRY



'When will I see a doctor?'³

UNDERSTANDING THE RELATIONSHIP BETWEEN ER WAIT TIMES, PATIENT SATISFACTION

Association between wait time and likelihood to recommend



U.S. EMERGENCY ROOMS: BY THE NUMBERS¹

145.6 million

NUMBER OF VISITS

12.6 million

NUMBER OF ER VISITS RESULTING IN HOSPITAL ADMISSION

8.7%

PERCENT OF VISITS RESULTING IN HOSPITAL ADMISSION

NATIONAL RANKINGS: ER WAIT TIMES



Regional emergency room KPIs (median time, in minutes)⁴



KEY:

- Wait time:** Average (median) time patients spent in the emergency department before they were seen by a healthcare professional
- Time in ED before leaving for inpatient room:** Average (median) time patients spent in the emergency department, after the doctor decided to admit them as an inpatient before leaving the emergency department for their inpatient room
- Time until analgesic for long bone fracture:** Average (median) time patients who came to the emergency department with broken bones had to wait before getting pain medication
- Time until sent home:** Average (median) time patients spent in the emergency department before leaving from the visit

Interested in learning more about improving ER throughput and boosting patient satisfaction? Let's talk.

Progressive Emergency Physicians is an emergency medicine group with a unique democratic ownership model that attracts clinicians seeking a culture of accountability and innovation necessary to meet today's healthcare challenges. We deliver great evidence-based and data-driven solutions implemented by clinicians whose goals and incentives are aligned with the needs of our partner hospitals. Our culture of accountability will continue to reach and surpass target goals and enact meaningful change to better serve our partner hospitals and patients for which we care.

Founded and headquartered in New York, Progressive is positioned to provide you with the customized services that truly matter to your Institution. Our leadership team has extensive knowledge, experience and is keenly aware of the current issues that hospitals and their emergency departments face. Our ownership structure drives a culture of alignment with your hospital's needs as we craft customized solutions for your institution.



An Emergency Care Partners Group

WWW.PEPHEALTH.NET
(516) 252-3939

1236 RXR Plaza
Uniondale, NY 11556

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

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

³ http://images.healthcare.pressganey.com/Web/PressGaneyAssociatesInc/%7Ba605f55a-ed21-4b76-920f-01ed3fd0f466%7D_PG_Emergency_Department_WP.pdf

⁴ <https://www.medicare.gov/HospitalCompare/search.html>