



Three pillars of ED success

UNDERSTANDING THE IMPORTANCE OF OPERATIONAL METRICS, PATIENT AND MEDICAL STAFF SATISFACTION AND FISCAL PERFORMANCE IN THE EMERGENCY DEPARTMENT

When it comes to running a hospital, there's no shortage of financial challenges.

According to a recent American College of Healthcare Executives CEO survey, inefficient use of the emergency department is among the top financial concerns. And for good reason: EDs typically are fast-paced, dynamic environments that involve a lot of moving parts. Unpredictability is routine and no two days — or nights — are the same. Crises compound quickly and, without a proven strategy in place, it's difficult to standardize operations and implement clinical controls over the long term.

Listening, measuring and incentivizing

BUILDING A FOUNDATION FOR SUCCESS IN THE ED

Patient and medical staff satisfaction

Healthcare is rapidly transforming into a consumer-focused industry. Still, 45 percent of providers are not prioritizing patient care at their facilities, according to a recent New England Journal of Medicine Catalyst survey. Putting patients first and listening to their concerns, however, looks very different in the ED setting than in a physician's office. It requires a specialized approach that engages and incentivizes physicians to deliver the highest-quality care in the most efficient manner possible.

Operational metrics

All ED solutions must be evidence-based, data-driven and implemented by clinicians whose goals and incentives are aligned with the overall needs of the specific hospital. This proven approach fosters a culture of accountability that includes benchmarking against regional and national performance numbers. A physician-owned and -led structure also delivers sustainable results through contract retention and practice stability.

Fiscal performance

ED physician engagement also is a challenge for hospital CEOs. Misaligned incentives can lead to poor operational and fiscal performance. The solution: An ownership model that drives a culture of engagement that is led by physicians with an acute understanding of both emergency medicine and business strategy focused on improving performance and growing emergency department volume.

ED ADMISSIONS: FAST FACTS (PER YEAR)¹

145.6 million
TOTAL VISITS

42.2 million
INJURY-RELATED VISITS

12.6 million
VISITS RESULTING IN HOSPITAL ADMISSION

2.2 million
VISITS RESULTING IN ADMISSION TO CRITICAL CARE UNIT

12.8%
TOTAL VISITS RESULTING IN HOSPITAL ADMISSION

SURVEY: WHY DO NON-EMERGENCY PATIENTS VISIT THE ED?²

45%
DOCTOR'S OFFICE WASN'T OPEN

38%
UNCERTAIN OF AILMENT SEVERITY

20%
PHYSICIAN'S OFFICE SCHEDULING DELAY

13%
ED PROXIMITY

Interested in learning more about the importance of operational metrics, patient and medical staff satisfaction and fiscal performance in emergency medicine? Let's talk.

Progressive Emergency Physicians (Progressive) is an emergency medicine group with a unique partnership 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.

Our Services Include:

- Emergency medicine
- Observation medicine
- Urgent care
- Critical care
- Aftercare
- Risk management
- Quality management
- Ultrasound
- Revenue cycle management
- EM physician residency
- EM ultrasound fellowship
- Observation medicine fellowship
- Administration and leadership
- EM PA fellowship

OUR RESULTS

CHANGE IN ED VOLUME BY

5%

REDUCED LWOEvd's BY

50% to 0.79%

DECREASED DOOR TO DOC TIME BY

25%

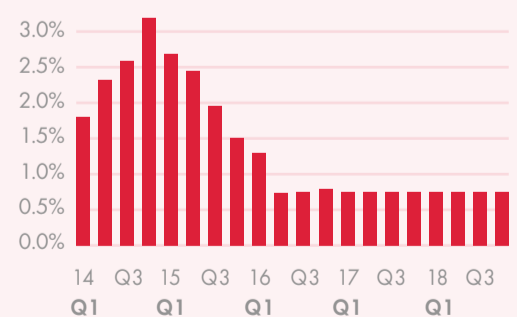
DOC TO DISPOSITION

Avg. of 180 minutes

NET PROMOTER SCORE

86%

MEDIAN LWOBS



EMERGENCY PHYSICIANS

An Emergency Care Partners Group

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

²<https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/healthcare-consumerism-2018>

³<https://catalyst.nejm.org/organizational-culture-better-health-care/>