

Building a High-Quality ED Service Line
2020

Quality Matters *Success!*



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AEC Level 1 Tertiary Trauma Center

108,000 Adult Visits Per Year

Parameter	Before	100 Days After Go Live
D2D	66	23
LOS Overall	325	276
LOS Admitted	429	383
LOS Discharged	276	236
LOS FT	138	89
LWBS	4.6%	1.9%
LBTC	6.1%	3.2%

UHS Level I Teaching and Trauma Center

74,000 Adult Visits per Year

Parameter	Before	After Go Live
D2D	81	22
LOS Overall	511	371
LOS Admitted	800	507
LOS Discharged	397	334
LOS FT	304	81
LBTC	15.9%	5.0%

* Improvement in spite of 9,000 boarding hours a month. Continued improvement 1 year out.

UHS Level I Teaching and Trauma Center

74,000 Adult Visits per Year



PSHMC Teaching and Trauma Center

75,000 Visits per Year

Parameter	Before	After Go Live
PPD	205	218
D2D	25	16
LOS Overall	264	228
LOS Admitted	394	390
LOS Discharged	235	177
LBE	.96%	0

* Note-ED Change Package included an Admission Holding Unit

HCH Academic Pediatric Hospital

52,000 Pediatric Visits per Year

Parameter	Before	After Go Live	EDBA Pediatric Cohort*
D2D	24	11	25
LOS Overall	279	200	153
LOS Admitted	369	332	274
LOS Discharged	259	181	136
LBE	4.2%	1.3%	1.7%

* For comparison, EDBA pediatric cohort 2016 benchmarks are shown

HCH Academic Pediatric Hospital

52,000 Pediatric Visits per Year



* Staff celebrate the closing of the downstairs evening clinic!

VCUMC Level 1 Trauma and Teaching Hospital

90,000 Adult Visits per Year

Parameter	Before	After Go Live
D2D	24	11
LOS Overall	279	200
LOS Admitted	369	332
LOS Discharged	259	181
LBE	4.2%	1.3%

VCUMC Level 1 Trauma and Teaching Hospital

90,000 Adult Visits per Year



LRGH a Community Hospital in Rural Area

24,000 Visits per Year

Parameter	Before	After Go Live
D2D	30	18
LOS Overall	172	169
LOS Admitted	265	263
LOS Discharged	158	147
LBTC	4.6%	2.8%

Project served as a proof of concept for new flow model with geographic zones, a breathing ED, prior to undertaking a remodel of the ED

LRGH a Community Hospital in Rural Area

24,000 Visits per Year



TMH Teaching Hospital*

68,000 visits

Parameter	Before	After Go Live
PPD	182	198
D2D	41	24
LOS Overall	264	257
LOS Admitted	341	372
LOS Discharged	228	180
LBE	4.72%	1.7%

* A Geriatric ED. Note -Nearby hospital announced closing, census went up 9% in two months and boarding worsened. Overall ED metrics improved.

TMH Teaching Hospital*

68,000 visits

Arrival by Hour, Arrival Type and Median Door to Doc Temperature Gauge

Arrival Type	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Gran.
EMS	437	439	420	312	302	304	428	501	730	1,019	1,338	1,482	1,340	1,280	1,170	1,224	1,085	1,037	1,089	993	999	873	729	580	20,100
Walk In	979	761	819	663	538	606	850	1,300	1,972	2,745	3,202	3,369	3,214	2,944	2,872	2,905	2,839	2,802	2,805	2,711	2,533	2,171	1,894	1,271	48,985
All Arrivals	1,416	1,199	1,239	975	840	910	1,278	1,801	2,711	3,764	4,538	4,851	4,553	4,204	4,042	4,179	4,024	3,839	3,804	3,704	3,472	3,068	2,413	1,840	69,085

Arrival by Hour, Arrival Type and Median Door to Doc Temperature Gauge

Arrival Type	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Gran.
EMS	13	22	11	12	12	13	15	11	27	54	64	77	80	56	42	63	37	46	45	55	39	34	35	27	870
Walk In	42	27	28	19	19	27	31	44	72	109	121	158	127	108	113	112	144	118	109	112	93	79	89	57	1,938
All Arrivals	55	49	39	31	31	40	46	55	99	163	185	235	187	162	155	175	181	164	154	167	132	113	124	84	2,808

WHHS- Move to a New ED

56,000 visits

Parameter	Before*	After Go Live
D2D	27	9
LOS Overall	198	164
LOS Admitted	262	286
LOS Discharged	143	133
LBE	1.45%%	.5%

* Before metrics from old 7600 square foot ED. After metrics from first month in new 22,000 square foot department with four zones and completely new flow model.

WHHS- Move to a New ED

56,000 visits





QualityMatters
Emergency Medicine Consulting

Thank You

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