

DECREASED LENGTH OF STAY BY 1.59 DAYS



EIS Goals

Reduce LOS to EIS National Average

LOS averaged as high as 5.1 days for all patients at contract inception.

Quality of Care

Ensure hospital and patient goals are met.

Service Excellence

Establish EmCare as the Gold Standard of Care.

Optimize the Relationship

Ensure that both parties have access to critical data in order to evaluate success of program.

CHALLENGE

A 300-bed hospital with 40,000 annual ED visits located along the North Atlantic Ocean faced an increasing challenge to improve bed flow and decrease patient Length of Stay (LOS) for admitted patients. The LOS grew to more than five days, case management rounds were poorly attended, staffing challenges were on the rise and staff moral plummeted.

SOLUTION

The EmCare Inpatient Services (EIS) Team was engaged by the Hospital to develop a comprehensive approach to address these issues as well as many others. The key driver to the success was the partnership EIS built with the facility's clinical leadership. Together they were able to collaborate on developing and implementing clinical initiatives leading to rapid and sustained success.

This team approach directly contributed to the positive demeanor of the physicians who are now properly completing medical records in a timely manner and performing well in all the value-added outcomes typically attributed to better performing Hospitalist practices.

Once staffing patterns were customized to the Hospital's needs, the Team was able to focus on reducing the undesirable LOS to the EmCare Inpatient Services national average of 3.51 days. Clinical and operational initiatives contributed to:

- Improved physician to physician communication
- Resolved blockages to discharges inherent in hospital operations
- Began structured Case Management Rounds to improve communication regarding discharge
- Refined patient rounds to minimize delaying discharges
- Managed Sub-specialist impact on LOS
- Worked in concert with hospital leadership to manage sub-specialist impact on length of stay

RESULTS

Within nine months the Team restructured the staffing plan, increased medical staff morale, improved patient satisfaction, improved primary care provider relations, and decreased LOS by 1.59 days!

30% Overall Improvement

LOS Decrease of 1.59 Days