

News

DeKalb Central Emergency Department Recognized for Distinguished Performance

October, 2008

The DeKalb (Georgia) Central Campus Emergency Department's Leadership Team has been presented with the Distinguished Performance Award at the California Emergency Physicians (CEP) Annual Partners Conference, held in San Diego.

The team was recognized for its vast improvements over the past year, including a new organizational culture of service excellence and commitment in a fast-paced, high volume, high acuity emergency department. These ongoing improvements include:

- Overall length of emergency department stay was shortened by 33 minutes, while also reducing the number of patients who left the campus without being seen by a provider
- The number of patients admitted to the site has consistently increased
- Overall patient satisfaction has improved and DeKalb is now beating the Atlanta Metro area's satisfaction scores
- LWBS (Left Without Being Seen) and diversion numbers have gone from near 7% to slightly over 2%, even with fewer nurses and techs on staff than in the past
- Improved financials based on capturing charges, improving provider productivity, reducing risk exposure, managing overhead expenses and reducing incomplete (WIP) charts to almost zero

The DeKalb Emergency Physicians' Leadership Team:

- Ellis Wecker, MD/Divisional Vice President of Operations
- John Fredericks, MD/Regional Director
- Pascal Crosley, DO/Medical Director – DeKalb Central
- Sofia Khan, MD/Medical Director – DeKalb Hillandale
- Rondalph Taylor, MD/Quality Director
- Vernetta Harris, MD/MLP Liaison
- Jo Stearns, PA-C/Lead Mid Level Provider
- Michael Martinelli, PA-C/Lead Mid Level Provider
- Matt Sartain/Practice Management Consultant - MedAmerica
- Tina Lancaster/Practice Administrator – DEP