

News

DeKalb Medical at Hillandale cuts TTP by 90 minutes

It's a known fact that many EDs across the country are plagued by long waits and overcrowding.

But a recent article in the DeKalb Medical newsletter showed how the ED at DeKalb Medical at Hillandale is successfully bucking this trend.

How are they doing it? By implementing the RME® program to restructure their system in a way that has dramatically cut average emergency department waiting time by as much as 90 minutes.

Hillandale's Medical Director, Sofia Khan MD, has led the way in restructuring the site's ED using a "provider at triage" system to provide quick, efficient, customer-friendly treatment for patients.

This means when a patient walks into the ED, they're seen immediately by a physician's assistant, who offers consultation and provides exams and recommendations for diagnostics. Low acuity patients with minor ailments receive immediate treatment – without the long wait associated with most emergency rooms.

Along with the afore-mentioned dramatic cut in Time to Provider – which is 12 minutes faster than the national average – Hillandale has improved the average TTP for low-acuity patients to 26 minutes – an astonishing 23 minutes faster than the national average. This frees up resources to better care for patients suffering more serious ailments or life threatening emergencies.