

News

DeKalb Medical recognizes their North Decatur ED with the “Pushing Beyond Award”

The three-hospital system of DeKalb Medical has recently recognized its North Decatur Emergency Department (ED) with the “Pushing Beyond Award” for their excellence in teamwork, and focus on compassionate patient care services.

With 10 to 20 patients in the triage area at any given time, being part of a busy ED team and pleasing patients isn't always easy. It's essential that the physicians and nursing staff work well together in order to manage patient flow efficiently.

The team at North Decatur was nominated by their peers for their ability to pull together during tough times, often working overtime to ensure patients receive the care and attention they deserve.

The ED has come a long way

This recognition is especially meaningful because in the past, North Decatur had faced challenges in establishing a collaborative team of ED physicians and nurses that work well together in solving issues and caring for patients.

DeKalb's leadership recognized that North Decatur needed a change, so in 2005 they partnered with CEP America, a national leader in developing and implementing ED programs that excel in clinical quality, service excellence, and collaborative leadership; helping to reduce wait times and improve patient satisfaction scores for their client hospitals.

By measuring the overall performance of the ED, as well as surveying the ED Staff, CEP America was able to pinpoint areas of improvement, and then take appropriate actions in collaboration with Nurse Leadership to affect change.

A new and improved team turns the corner

Since partnering with CEP America, North Decatur has seen a tremendous turnaround in their ED statistics. As a result of the site's operational improvements, ED admissions have increased by 13%, while the Left Without Being Seen (LWBS) rate has been reduced by 42% – having a significant impact on the hospital's bottom line.

Additionally, quality improvement measures have been implemented, such as the patient call-back program, as well as increased safety measures that have all helped to improve patient satisfaction at the North Decatur ED.

"I can truly say that working with the great people of CEP America has been one of the highlights of my time here at DeKalb Medical," said Jan Gannon, CNO of the North Decatur ED. "Their professionalism, commitment to customer service, and dedication to the difficult work they do every day has helped to change the perception of our Emergency Department in a very positive way within the Atlanta community."

But most notably, the nurse/provider relationship has greatly improved at the site – which is reflected in their peer recognition of the “Pushing Beyond Award”.