

News

CEP America names its 2009 “ED of the Year”

Every year CEP America hands out the coveted “ED of the Year” award at its annual Partnership Meeting, recognizing a site for its outstanding operational success, high patient satisfaction, strong leadership, and innovative programs.

This year, the shared contract sites of Selma Community Hospital and Hanford Community Medical Center (a part of Adventist Health) have been chosen as the “ED of the Year” for all the reasons listed above. Theirs is a well rounded example of how teamwork is the catalyst for operational success, and we wanted to share their story.

New solutions to growing challenges

Located in central California, Selma and Hanford had similar challenges of low patient volumes, long ED wait times, and poor patient satisfaction scores. Once partnering with CEP America, one of the largest providers of emergency department management and staffing solutions in the nation, these sites were able to learn new ways of tackling their challenges in the ED.

After implementing CEP America’s proprietary Rapid Medical Evaluation[®] (RME) program of having a provider at triage, it’s become a strong focus for the physicians and PA/NPs to evaluate patients as soon as they enter the ED. With the execution of RME, the monthly patient volume at Selma has increased more than 70% and Hanford’s has increased just over 40%. There has been a dramatic decrease in Time to Provider (TTP) for both sites, with wait times going from over an hour to currently hovering around 20 minutes or less. With an improved TTP, the Left Without Being Seen (LWBS) numbers have decreased and patient satisfaction scores have improved. Both sites decreased their LWBS numbers from over 5% to 1% or less, while their patient satisfaction increased 14%.

Inspiring leadership

The success of Selma and Hanford is due in large part to the solid leadership of Medical Director, Imamu Tomlinson, MD. The work that Dr. Tomlinson has done with Selma’s Chief Nursing Officer, Deborah Quinn, RN, Hanford’s Nurse Manager, Michelle See, RN, and Lead NP, Dennis Levine, C.F.N.P, has been instrumental in developing such strong teams at these sites. This includes highly positive physician/nurse relations, which contributes to a thriving ED operation.

“The joint sites of Hanford and Selma have earned the ED of the Year award because of their top notch services, as evidenced by their high patient and hospital satisfaction scores. Despite very significant patient volume increases over the past couple of years, they have drastically improved key metrics, such as time to provider,” said Mark Spiro, MD, CEP America’s President and Chief Operations Officer. “Overall, the ED leadership, and all the providers, are truly living up to what is best about CEP America in terms of performance, innovation, and culture.”