

News

John Muir's emergency department once again ranks in the 99th percentile for patient satisfaction

Hard work really pays off.

John Muir, Walnut Creek's emergency department (ED) was recently ranked in the 99th percentile of patient satisfaction scores – or the top 1% – for similar sized hospitals by Press Ganey & Associates.

This is the fourth time that John Muir has received this ranking in the last five quarters.

Press Ganey is the healthcare industry's most widely used approach to collecting stakeholder perspectives through the use of surveys. Hospitals choose to participate in these surveys to learn ways to continuously improve their performance and deliver high quality healthcare to their community.

This latest ranking reflects the high level of care and compassion that John Muir's ED brings to their patients on a daily basis. John Muir is known for their top notch patient care services and they work hard to maintain a very high level of service for their patients.

Why they rank so high

For more than 30 years, John Muir has been in partnership with CEP America, one of the largest providers of emergency department management and staffing solutions in the nation. What makes John Muir so successful is CEP America's proactive approach to emergency care. The team of emergency physicians and staff has developed several programs to reduce Time to Provider (TTP), and improve patient satisfaction at the site.

A few years ago, the CEP America physicians created the Emergency Performance Improvement Committee (EPIC), a multidisciplinary group that focuses on improving all aspects of ED performance. In December 2008, the Rapid Medical Evaluation[®] (RME) program was implemented in the ED, and they've seen their Time to Provider drop 49% from the previous year, to an average of 21 minutes!

They have also implemented an aggressive patient call back program to follow up on patient progress and to ensure that the patient is satisfied with the medical care they received while in the ED. With programs like these, it's not surprising that John Muir scored the highest in patient satisfaction out of the 29 like-sized CEP America sites.

New emergency department

In early 2008, a new section of the Emergency Department opened at John Muir, and with it came some growing pains. Wait times increased during this transition and patient satisfaction started to edge down.

However, these issues were successfully addressed through close collaboration between the physicians, nursing staff, and support from other departments, and within a very short time, the site's satisfaction scores rebounded to their usual high marks – and their Time to Provider dropped to below their already low numbers!

CEP America's strong site support

CEP America is committed to the success of all of their sites, and works collaboratively with the physicians and hospital administrators to develop programs that will support the improvements needed for each individual site.

"It's not just one program or one person; it's the entire CEP America organization behind us, supporting us and allowing us to accomplish what we have thus far," said Dr. Theo Koury, Medical Director at John Muir, Walnut Creek. "We have a huge support team backing our site, and without them, we would be so engulfed in running the day to day operations that we would never be able to reach the level of clinical excellence that we have."