

News

Mercy Medical Center's Rapid Medical Evaluation[®] program cuts Time to Provider from three hours to 30 minutes.

It didn't take long to see the results.

Since partnering with CEP America in July of 2008, Mercy Medical Center in Roseburg, Oregon has seen a dramatic improvement in their emergency room statistics.

For nearly a century, Mercy has been providing around the clock medical care for traumatic injury patients. However, in recent years, the 171 bed hospital had been experiencing low patient volumes and long emergency room wait times due to process inefficiencies in the emergency department. The high Time to Provider (TTP) and Left Without Being Seen (LWBS) numbers were negatively affecting the hospital's bottom line.

In February of 2009, Mercy implemented CEP America's Rapid Medical Evaluation[®] (RME) program. The emergency department team quickly supported the concept of getting patients in front of a provider faster which increased the number of patients the ED treated. In March, the emergency department saw 500 more patients compared to the previous year (including 169 in one day!). Their Time to Provider is consistently hovering around 30 minutes — compared to two-three hours, which was routine in the past.

With these improved wait times, Mercy has fewer patients leaving without being seen. Their latest statistics show that their LWBS numbers have gone from 7% to less than 2%.

The PA staff at Mercy has really taken their work to a new level with the increased patient volume and the complexity of patients they're now seeing. "CEP America has been very supportive in the overall process and flow," said Wade Fox, Medical Director for Mercy Medical. "The success of the RME process at other sites was key. We knew it was going to work for us as well, and there was never an attitude of 'let's just try this and see if it works'."

This sentiment was echoed by Mercy's RN Director, Eric Johansen. "RME was such a quick success due to the emergency department staff's commitment to improving their processes," said Johansen. "RME is the reason we have been able to provide quality and efficient care to the increased patient volumes, setting new records for this department."

CEP America's RME program's ability to decrease TTP and LWBS numbers has proven itself time and time again. In fact, CEP America remains the industry leader in decreasing wait time. All of which is evident in Mercy's greatly improved operational and service excellence.