

TeamHealth Case Study

Riverview Medical Center, Red Bank, New Jersey

An award-winning partnership

The Challenge

The emergency department (ED) at Riverview Medical Center (RMC) was experiencing a decrease in patient volume, with Press Ganey patient satisfaction scores in the less than fifth percentile. As patient wait times continued to increase, customer service was at an all-time low. The hospital turned to TeamHealth to provide the physician leadership and management resources necessary to make significant improvements in ED performance.

Our Solutions

TeamHealth's first step was to recruit a seasoned medical director who had the experience and leadership skills to drive change. Described as "involved, responsive, focused, driven and possessing an insatiable need to improve" by hospital administration, Dr. Howard Rubinstein took over as TeamHealth's medical director for RMC's Emergency Care Center. Dr. Rubinstein worked with hospital administration to develop a new, dedicated team to address the long wait times and poor patient satisfaction scores. The team set goals and benchmarks, conducted informational courses, and implemented clinical and administrative best practices in an effort to make sustainable improvements to the ED. Some of these initiatives included:

- The designation of an Accredited Chest Pain Center and Primary Stroke Center
- Development of a new triage system and a fast track area to enhance patient throughput
- Implementation of a new patient tracking system, a patient paging system, and electronic medical records
- Development of a patient follow-up program that included callbacks and letters
- Improved relationships among hospital staff and patients through an enhanced focus on communication and customer service
- A significantly improved ED facility through a generous donation from the Hovnanian family

The Results

The results of these improvements were significant and measurable. Patient satisfaction scores soared from the 5th percentile to the 90th percentile, ED patient volume increased by 21%, and the hospital ranks first among comparison groups for its treatment of heart attack and pneumonia.

As a result, RMC was recognized for service excellence under the J.D. Power and Associates Distinguished Hospital ProgramSM. This distinction acknowledges a strong commitment by the hospital to provide "An Outstanding Emergency Department Experience."



Dr. Howard Rubinstein, ED Medical Director (center) accepts the J.D. Power and Associates award with Timothy Hogan, CEO (right) and Mr. Hovnanian, donor (left).

Client Response

"We take great pride the Emergency Care Center's J.D. Power distinction.

We all have witnessed amazing progress,
and I credit much of that to TeamHealth's leadership and support.
They have risen to the battle in their commitment to our hospital."

Chief Executive Officer