

# TeamHealth Case Study

Roane Medical Center, Harriman, Tennessee

New ED "CareTrack" significantly improves wait times and satisfaction

## The Challenge

To improve service to the more than 24,000 patients that visit its Emergency Department (ED) every year, Roane Medical Center set out to decrease the ED length of stay and reduce the number of patients leaving the ED prior to being seen. For help with this initiative, Roane Medical Center turned to Emergency Coverage Corporation of TeamHealth—the hospital's ED staffing and management partner for more than 20 years.

## Our Solutions

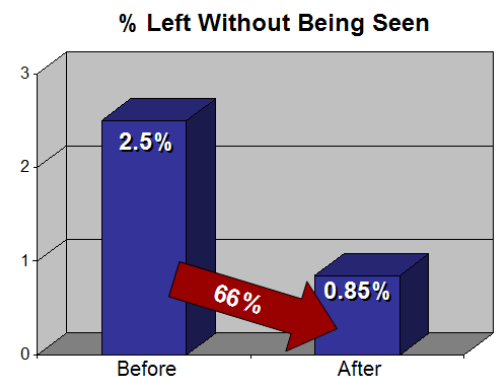
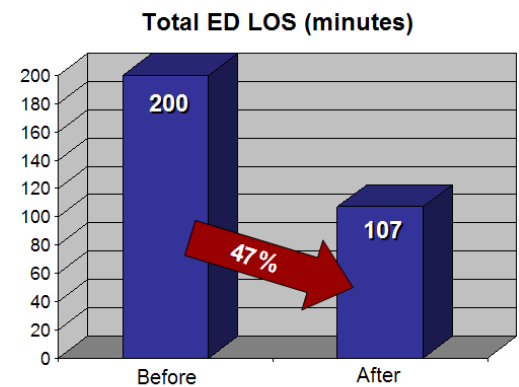
The first step was to develop a multi-disciplinary Performance Improvement (PI) team that included individuals from both the hospital and TeamHealth. This team conducted a two-week time study of the emergency, lab, and radiology processes to establish baseline times and identify areas for improvement. The PI team made several recommendations, one of them being the development of a fast track—a designated area for treating less critically ill or injured patients. Roane Medical Center's "CareTrack" opened with the ultimate goal of a "door to doc" time of under 30 minutes.

## The Results

The four-bed CareTrack was staffed by a physician assistant for a limited number of hours each day. Specific care protocols were established by the ED Medical Director to ensure appropriate patient care. Positive outcomes of the CareTrack were realized very quickly:

- Prior to the CareTrack, the triage to room times ranged from 17 to 28 minutes. After the CareTrack was implemented, this time was reduced to an average of 13.5 minutes.
- The time for a patient to see a provider after being placed in a room originally ranged from 15.3 to 31.6 minutes. After the CareTrack, this time declined to an average of 11.5 minutes.
- Total length of stay in the ED went from an average of 200 minutes down to an average of 107 minutes—a 47% decrease!
- The percentage of patients who left before being seen declined from an average of 2.5% to 0.85% after the CareTrack implementation.

In addition to the above measurable results, Roane Medical Center also received fewer patient complaints and realized an increase in staff morale after the CareTrack was implemented. And most importantly, the PI team succeeded in achieving its original goal of reducing door to doc time to under 30 minutes.



## Client Response

"TeamHealth has been extremely focused and responsive to any requests we've had of them. They've also been very proactive, bringing innovative solutions to us that they've experienced with other hospitals."

Chief Executive Officer