

TeamHealth Case Study

Robert Wood Johnson University Hospital, Hamilton, New Jersey

Managing rapid ED growth while ensuring long-term stability

The Challenge

The patient volume in the emergency department (ED) at Robert Wood Johnson University Hospital, Hamilton (RWJ) increased more than 122 percent in an eight year period. With the increased volume came the need for increased efficiency. RWJ turned to long-term partner, TeamHealth, for help.

Our Solutions

Although the goal was increased efficiency, RWJ and TeamHealth did not want to negatively impact patient care in its pursuit. To increase efficiency while enhancing patient care and accommodating a growing patient volume, RWJ and TeamHealth implemented several new programs:

- **15/30 Guarantee:** The hospital guarantees that from the time a patient enters the ED, the patient will receive a nurse's evaluation within 15 minutes and a physician's examination within 30 minutes—or the visit is free.
- **Emergency Chest Pain Care:** RWJ boasts a state-of-the-art angioplasty laboratory. Patients presenting with chest pain and requiring an angioplasty or a stent will undergo the procedure within 90 minutes of arrival.
- **Bed Management Taskforce:** This taskforce helped overcome bed-flow challenges by implementing organizational changes, adding equipment, and developing more efficient clinical pathways.
- **PromptCare:** By treating nonurgent ED patients more efficiently, PromptCare consistently met its goal of admitting, treating, and releasing patients within one hour of arrival.

The Results

Some of the results achieved through the partnership between RWJ and TeamHealth include:

- Market share increased 21 percent—almost double that of RWJ's nearest competitor
- Excellent patient satisfaction scores even in the face of dramatic volume increases—Press Ganey surveys report that the hospital consistently ranks in the top 10 percent of more than 700 hospitals nationwide
- Enhanced working conditions and increased morale among ED staff



But perhaps the greatest indicator of the hospital's success was the hospital winning the Malcolm Baldrige National Quality Award in the category of healthcare. The nation's only presidential award for quality and organizational performance excellence was given for RWJ's overall commitment to quality care. The ED's high patient satisfaction levels and 15/30 guarantee were cited as major contributing factors to winning the award.

Client Response

"We don't think of TeamHealth as a vendor. They have become our strategic partner, aligning their solutions with the strategic mission of the hospital."

President & CEO, Retired
