

# Leadership Accountability and Team Approach Delivers a 90% Improvement in Overall Metrics at Saint Michael's Medical Center

## Hospital Profile

Saint Michael's Medical Center, located in Newark, New Jersey, operates a 27,000-square-foot modern Emergency Department, which treats more than 47,000 patients annually. NES Health has been in partnership with Saint Michael's for emergency medicine management and staffing for two years.

## Hospital Challenges

Saint Michael's Medical Center's (SMMC) goal was to improve the overall delivery of care in the ED and serve their patients in a more timely manner. To do that, SMMC needed a clinical leader to implement best practices and identify departmental opportunities to improve throughput metrics and increase patient satisfaction.

## SUCCESS & IMPROVEMENTS PARTNERING WITH NES HEALTH



**80%**

**80% Reduction**  
in door to provider time



**71%**

**71% Improvement**  
in overall care score



**36%**

**36% Increase**  
patient satisfaction scores



**16%**

**16% Reduction**  
LWBS rates

## SOLUTIONS

In December 2018, NES Health partnered with SMMC, one of Prime Healthcare's 43 facilities. Immediately, NES placed Dr. Ramy Yakobi as the Site Medical Director. There is no substitute for the right SMD. This role is the cornerstone of every successful ED program. One major issue confronting SMMC was their front end process. Saint Michael's ED would commonly experience large numbers of unoccupied beds attended by available physicians and a chaotic waiting room full of patients and family members. Dr. Yakobi quickly identified the operational flow issues and worked to eliminate the factors contributing to the bottleneck. Moving patients from the waiting room immediately to a bed (pull to full) greatly improved patient satisfaction and throughput metrics. The traditional triage and registration system was replaced by improved bedside triage. Now patients are asked fewer questions and the focus is on vitals, history and clinical focused questions. Although this new triage system was a cultural change for the ED staff, Dr. Yakobi supported the team and helped make it the new normal.

## RESULTS

In partnership with SMMC leadership team, NES' clinical and operational team helped transform, and sustain improved patient care over the last two years. Some highlights of progress included the following: **71% improvement in overall care score in less than 1 year. From 20th out of 43 Prime facilities to 4th overall, 80% percent reduction in door to provider times, from 57 minutes to 11 minutes. 16% reduction in LWBS rates, from 2.44% to 2%, and a 36% increase in patient satisfaction from 52% to 71%.**

Contact NES Health at **1-800-394-6376** to discuss how NES Health solutions can produce better patient experiences and outcomes at your facility.

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