INTEGRATED PHYSICIAN SERVICES IMPROVES PERFORMANCE

Utilizing Three Hospital-based Specialties Provides Continuity and Seamless Integration at a South Texas Medical Center

The Challenge

Anticipating future growth in the surrounding Houston, Texas area, Angleton Danbury Medical Center recently underwent a $22 million expansion and renovation. To help deal with its evolving needs and a changing health care environment, hospital leaders turned to long-time strategic partner EmCare® for an integrated approach to providing hospital-based physician services.

The Solution

For the past five years, Angleton Danbury Medical Center has utilized the emergency department management and staffing services of EmCare, the country’s leading physician services company. After a thorough financial and operational analysis of the facility’s needs, hospital leadership chose to integrate EmCare’s hospital medicine and anesthesia services with its existing emergency medicine service.

“With all the changes occurring with health care it is extremely helpful to partner with a multifaceted company like EmCare,” said Rose McCullough, RN, MSN, Associate Administrator for Patient Care and Chief Nursing Officer for the hospital. “It has been very advantageous to have three specialties provided by one company.”
Utilizing multiple service lines offers a number of operational and financial advantages, said Ms. McCullough. “EmCare has provided a vehicle to improve quality and overall service in all three areas,” she said. “It’s also been cost effective because of the scale of the services at the hospital. We’ve been very pleased with the entire package and what it’s meant to our operations and bottom line.”

The Results

EmCare worked with hospital leaders to streamline emergency department procedures, leading to reduced left without being seen percentages and a medical screening process that improved throughput, decreased wait times and improved staff and patient satisfaction.

EmCare also brought in Client IQ™ patient survey kiosks by Qualitick™ to gather immediate feedback on patients’ emergency department experiences. As they exit the ED, patients have the opportunity to stop at a kiosk and respond to both standardized and customized questions. EmCare then uses the standardized responses to benchmark participating hospitals and harness best practices.

“What we found when we implemented the patient survey kiosks is that we were not capturing a tenth of the positive comments that patients make,” said Ms. McCullough. “Using Qualitick, we were able to see that our positive comments far outweighed any patient complaints.”

The EmCare team also worked with the hospital’s clinical staff to develop protocols for the implementation of an electronic medical records system.

The emergency department is led by EmCare-affiliated medical director, Dr. Shiraz Pirali, who said that the

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coordination of care between the hospitalists and emergency physicians has had a positive impact on patient care.

“Now that both teams operate under the EmCare banner, the handoff between the emergency physician and hospitalist is seamless, compared to before,” said Dr. Pirali. “The transition is much smoother now. The interaction is better and there is a heightened level of respect between the two specialties.”

The hospital’s anesthesia department has also seen significant improvement since AnesthesiaCare, an EmCare-affiliate, began providing staffing and management services.

“Because of the depth of anesthesia resources that are now available to us, we are enhancing our performance improvement program in anesthesia and solidifying policies and procedures to an extent that we have not had in the past,” said Ms. McCullough. “We are also improving provider documentation through tools provided through AnesthesiaCare and seeing real improvement in the entire anesthesia program.”

EmCare’s unique model of strong local physician leadership backed by a comprehensive regional and national support system has given the company a thorough understanding of the issues confronting healthcare facilities today.

“Our future is very bright,” said Ms. McCullough. “Everyone is focused on getting their work done. The relationships are all very positive and EmCare is here but it’s in the background making sure everything is working well. I’m not thinking of EmCare every day because the services are being provided in the most satisfactory way. The physicians are all committed to the hospital and with EmCare providing support in the background, the entire operation runs seamlessly.”

About EmCare®

EmCare® is the leader in physician services™ serving more than 500 hospitals nationwide. Founded nearly 40 years ago, today the company handles nearly 10 million patient encounters annually. The integrated company consists of four service lines including emergency medicine, hospital medicine, anesthesiology and radiology/teleradiology. The company is focused on:

• Delivering high quality clinical care
• Improving performance metrics
• Achieving superior patient, staff, administration, and referring physician satisfaction
• Managing costs

For more information on how EmCare can help your hospital, feel free to visit us online at www.EmCare.com. You may also contact a business development representative directly at (877) 416-8079.