

FOCUS ON LEADERSHIP HELPS HOSPITAL ACHIEVE "TOP 10" RECOGNITION

St. Vincent Medical Center
Los Angeles, California
Annual ED Visits: 12,000

The Challenge

To continue fulfilling its mission as the full-service walk-in emergency department of Los Angeles, St. Vincent turned to EmCare®, a national, full-service emergency department management firm to reduce Length of Stay (LOS) in the ED and improve patient satisfaction.

The Solution

St. Vincent recruited Susan Connor, RN, as ED nursing director and relied on EmCare to recruit an expert onsite medical director, plus qualified mid-level providers. When Kevin Chamas, MD, MBA, joined the team in 2010 as EmCare's site medical director, ED staff and providers immediately noticed the leadership duo's commitment to quality and efficiency.

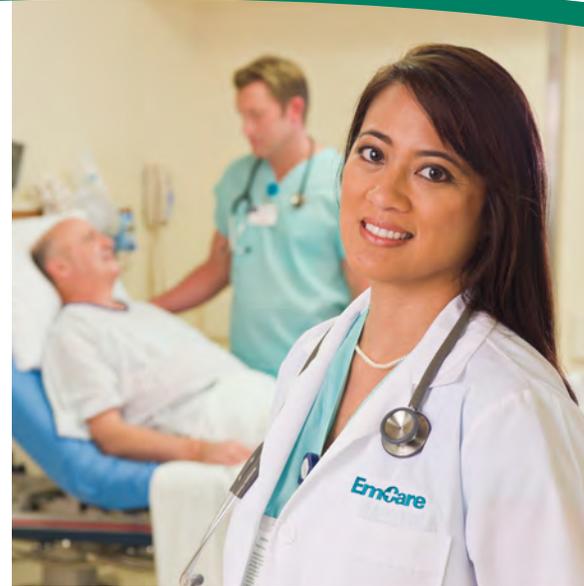
Dr. Chamas and Susan Connor meet regularly to ensure that physician initiatives and nursing goals work in tandem. "We've developed a great team with a lot of trust between the nursing staff, medical staff and hospital staff," Dr. Chamas said. "EmCare has been great at supporting the process through our regional personnel and its national resources."

Monthly work group meetings for clinicians in every department that impacts the ED were held to develop and evaluate new strategies. A number of those new strategies focused on the patients' experience. Dr. Chamas initiated 100 percent rounding on admitted patients, and Susan Connor works with her staff to conduct daily post-discharge callbacks.

Another strategy focused on communicating with patients to better manage their expectations while waiting for treatment. Waiting patients are constantly updated on what to expect, making them a part of the process to decrease LOS. EmCare also conducted an operational analysis to eliminate the time-consuming steps, particularly during the admissions process, which impeded patient throughput.

Contact Us

For more information, call (877) 416-8079 or visit us online at www.EmCare.com.



The Results

St. Vincent's six-year relationship with EmCare has yielded national applause:

- This year, *U.S. News & World Report* ranked St. Vincent as one of the "10 Best Hospitals in the Greater Los Angeles Area," of 138 hospitals surveyed.
- St. Vincent has exceeded California's average for "Doctor's Communication" and "Would Recommend" indicators.
- St. Vincent is the recipient of a national healthcare survey firm's Emergency Medicine Excellence Award.
- The hospital has met or exceeded CMS core measures for treating patients with acute myocardial infarction and community acquired pneumonia.
- Press Ganey patient satisfaction scores up to 90th percentile.