

Department Explorer: Emergency Services

Insight for better care, lower costs, and improved patient and provider experience

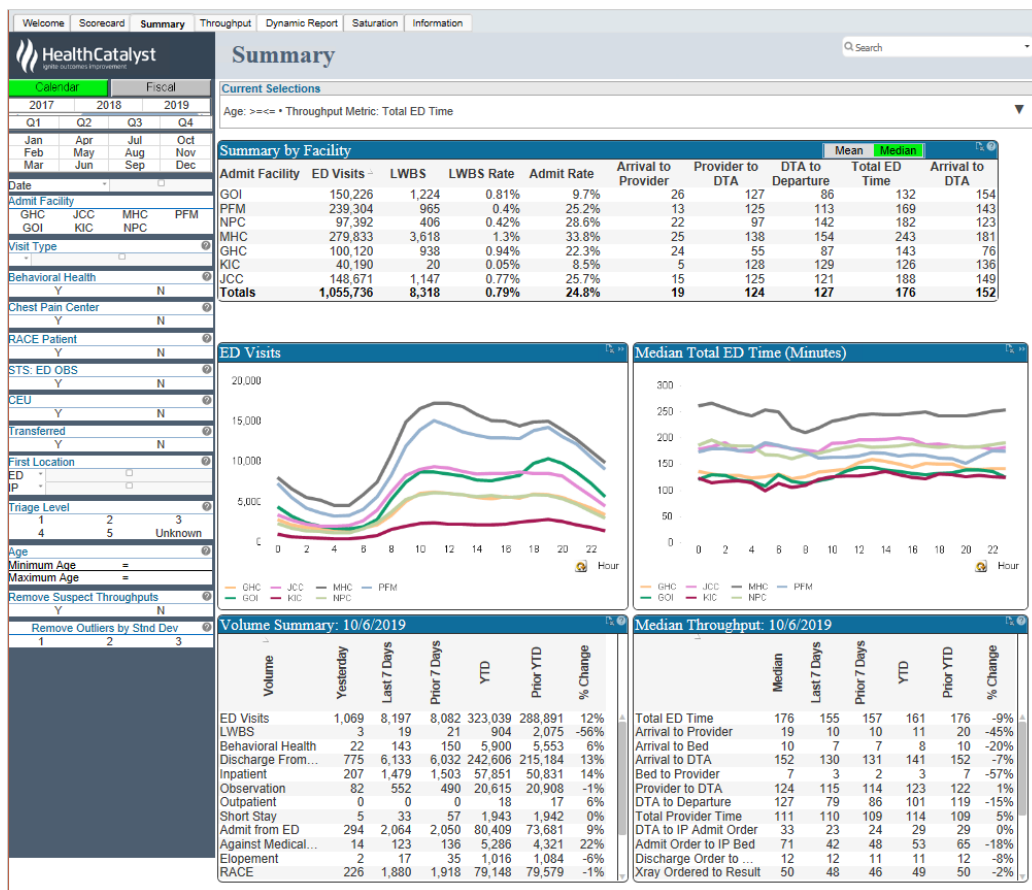


Type: Analytics Accelerator

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The **Department Explorer: Emergency Services** analytics accelerator provides multiple views of data pertaining to the operational efficiency, utilization, and financial performance of the emergency department (ED). By surfacing data in the context of specific ED process paths, the application enables deep analysis and meaningful insight that can be leveraged to save costs, improve utilization, and speed throughput.



Intended Users

- ED leadership and teams
- Department leadership supporting ED (e.g., radiology, lab, pharmacy, etc.)
- Chief Operations Officer
- Chief Medical Officer
- Chief Nursing Officer
- Chief Quality Officer
- Chief Patient Safety Officer

Potential data sources

- EMR - Clinical
- Finance/Costing
- Patient Satisfaction
- Scheduling information system
- ED information system

Key measures

- Volumes
- Length of stay (LOS) and sub-cycle times (e.g., arrival to room, provider to disposition, etc.)
- Scheduling
- Efficiency comparatives (e.g., performance vs. expectation for LOS and sub-cycles)

The problem

- **Waits, delays, and interruptions are so common in Emergency Departments** that patients and clinicians regard them as a standard part of receiving and providing care. Yet these issues seriously hamper the ability to deliver a positive patient experience—and to provide timely and appropriate care.
- **Obtaining actionable data necessary for demand/capacity management is challenging**, particularly trying to forecast demand while managing capacity. Appropriate, reliable data to help inform a surge capacity plan remains elusive.

Our approach

The Emergency Services application provides multiple views of data important for the efficient day-to-day operation of a pediatric or adult ED of any size, volume band, academic affiliation, or geographic location. It presents ED data separate from that of other hospital functions, giving users visibility into patient arrival to provider time, ED provider to disposition time, and disposition to admit or departure time. This yields insight into improvement opportunities that may contribute to outcomes such as a decrease in ED length of stay, faster ED throughput, and decrease in the number of patients who leave without being seen (LWBS).

Benefits and features

- **Access easy-to-consume, ED-specific data at the granularity you need.** The application provides a summary view—with detail drill-down capabilities—of metrics that reflect operational efficiency. The result? You can quickly and easily identify areas to improve.
- **Identify and understand trends and variation.** Tracking and trending historical volume, resource utilization, and scheduling data provide actionable information for identification of best practice as it relates to scheduling and impact of ancillary services on department throughput and quality.

Use cases

- The **ED Medical Director** assembles a small team to find ways to speed department throughput. Using the information provided via the app, they identify an area of significant variation—in this case, patient arrival to room time—and explore data from the most efficient ED shifts. Based on comparison with best-performing shifts, they set appropriate time targets, standardize triage, and roll out education on the new process. The team continues to use the application to monitor performance against the new time targets, gauge impact on important outcomes like the volume of patients who leave without being seen (LWBS) and overall ED length of stay (LOS), and scan for additional opportunities to improve efficiency.

Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://www.healthcatalyst.com/success-stories)

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