

Is Your ED Group Passing or Failing?

ED Survey Report

16th
percentile

Customer Service

6%

LWOT

59 mins

Door to Doc Times

7 hrs

Length of Stay

**See what our clients are saying
about how Premier makes their
Emergency Departments A+**



“I feel Premier stands heads above the rest. Their ED leaders have really made a difference for our facility. We’ve seen improvements in customer service, staff collaboration, and processes. Everyone works well together and keeps the patients’ interests at heart.”

*Shelley Miller, RN, MSN - Nurse Manager
Mercy Hospital Fairfield, Fairfield, OH
Premier client since 1997
ED Visits: 62,000*

“Premier manages the ED with a strong business and customer service background. They are innovative, quality driven, and always looking for opportunities to improve ED processes. Additionally, Premier supports the hospital through committee involvement and educating nursing and EMS personnel. Premier also offers a network of resources to smaller volume hospitals normally only available to larger volume facilities.”

*Diane Marsh, RN - Operations Director, Emergency Services
Alegent Health - Lakeside Hospital, Omaha, NE
Premier client since 2004
ED Visits: 25,000*





“Premier has made my job easier because they take the initiative not only as the team leader but as a team player to ensure that our patients receive the best emergency care possible.”

*Linda Maurer, RN - VP, Patient Care
Wilson Memorial Hospital, Sidney, OH
Premier client since 1997
ED Visits: 29,000*

“Premier makes my job easier by providing the information necessary to stay on the leading edge of Best Practices and evidence-based practices. And after working alongside Premier’s ED Medical Director, Dr. Dave Watson, for 12 years I can say that Premier is the best physician group I’ve ever worked with.”

*Kim Thompson, RN, BSN - Nurse Manager, Emergency Department
Grady Memorial Hospital, Delaware, OH
Premier client since 1998
ED Visits: 28,000*



“Premier provides our Emergency Department and Urgent Care patients with extraordinary care and service while maintaining outstanding patient outcomes and exceptional patient satisfaction. I am grateful for the learning experiences and networking opportunities that Premier provides to me and to the nursing staff at Hocking Valley Community Hospital.”

*Stacey Gabriel, RN, BSN - Emergency Department/Urgent Care Director
Hocking Valley Community Hospital, Logan, OH
Premier client since 1996
ED Visits: 29,400*

The Proof is in the Numbers

Alegent Hospital-Lakeside 25,000 visits

89th percentile Customer Service (Gallup)
0.25% LWOT
22 min Door to Doc time
123 min LOS
100% CMS Indicators

Mercy Hospital Fairfield 62,000 visits

78th percentile Customer Service (Press Ganey)
2.2% LWOT
21 min Door to Doc time
160 min LOS
100% CMS Indicators

Grady Memorial Hospital 28,000 visits

95th percentile Customer Service (Press Ganey)
0.5% LWOT
13 min Door to Doc time
115 min LOS
100% CMS Indicators

Wilson Memorial Hospital 29,000 visits

84th percentile Customer Service (Press Ganey)
0.3% LWOT
12 min Door to Doc time (EKG)
83 min LOS
98% CMS Indicators

Hocking Valley Community 29,400 visits

89th percentile Customer Service (Hospital Survey)
<1% LWOT
15 min Door to Doc time
131 min LOS
100% CMS Indicators

*LOS statistics are on discharged patients.



“Premier Health Care Services owes its success to the dedication of our employees, the collaborative partnerships with our client hospitals, and our commitment to the patients we serve. We strive to provide the highest quality care along with outstanding leadership for our clients. Premier looks forward to the future and the continued support of our employees and clients.”

William Cole, MD, FACEP
CEO



www.premierhcs.net

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