

Quality care results from the Emergency Center at Unity Hospital

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
VOLUMES							
• Total # of patients served	50,730	51,456	12,297	13,389	13,058		
LEFT WITHOUT TREATMENT							NAT'L AVG
• % of patients who left without treatment	1.17%	1.85%	2.02%	3.06%	2.52%		2.5%
DOOR TO DISCHARGE HOME							
• Time from door to discharge home	149 minutes	179 minutes	244 minutes	246 minutes	271 minutes		247 minutes
WAITING TIME							
People with life-threatening conditions are treated immediately. For less urgent situations, patients are seen according to the level of severity.							NAT'L AVG
• Average time from entering the Emergency Center until seen by a health care provider	35.5 minutes	63.8 minutes	70.4 minutes	92.6 minutes	77 minutes		60 minutes
PATIENT SATISFACTION							GOAL
• % of patients who would return to the Unity Hospital Emergency Center	98.5%	98.7%	98.4%	98.3%	98.2%		100%

"I would give the Unity Emergency Center a 20 out of 10. Everything was great!"

SEE HOW UNITY IS MAKING LIFE BETTER

For more information, visit:
www.unityhealth.org/emergency