

## EMERGENCY MEDICINE MANAGEMENT

The challenges you face in the emergency department (ED) can be numerous: capacity and through-put, reimbursement, patient satisfaction, quality provider recruitment. How you approach and deal with these challenges have a direct impact on your hospital's overall productivity and profitability.

From comprehensive practice management to billing, coding and collections, Hospital Physician Partners provides guidance and expertise that will help open the "front door of your hospital" to the community and enhance your ED's operational efficiency and effectiveness.

Led by a corporate medical team which actively works clinically in the hospitals we serve, Hospital Physician Partners has transformed underperforming ED's into community assets for more than 30 years, treating over 60 million patients along the way.

We offer a local, personal approach while providing a national scope of support. Hospital Physician Partner's on-site Medical Directors work clinical shifts and participate on local hospital committees and leadership teams.

We have grown our company based on a process of balanced growth between rural, suburban and urban hospitals and health systems. Management services offered at No Cost to your hospital include:

- Monthly reports/benchmarks measuring Patient Satisfaction, LWBS, AMA's, Time to Provider
- ED documentation system with a physician and nursing component (template and EMR)
- Customized physician-specific data and statistics tailored to your hospital
- Clinical Operations team support in areas such as patient flow process, staff training, scripting, and physician and patient communication
- On-site and web-based trainings focusing on topics such as customer-service, documentation, risk management, EMTALA, and more
- 24/7 operational and clinical support

### MEASURABLE RESULTS

Solutions are nice, but they must be backed by measurable action and quantifiable results. Hospital Physician Partners has a long track record of delivering measurable results. Examples include:

- Improving Patient Satisfaction
- Decreasing Average Length of Stay
- Reducing Left Without Being Seen
- Improving Time to Provider
- Enhancing Communication and Collaboration

Key elements of our results management process include an exclusive monthly Performance Assessment Scoring System (PASS) utilizing web based EMR's. These reports deliver clinical performance outcomes on a case-by-case basis.

Hospital Physician Partners extensive clinical education and training combined with our hands-on approach and departmental communication processes have led to a rate of frequency of malpractice incidents substantially below national averages.