



Suggested ED Dashboard Data



ED Demographics

Total ED Visits:

Report for 2 or more Fiscal Years and for YTD

Total ED Admissions:

Report for 2 or more Fiscal Years and for YTD

% of ED visits by ambulances:

Report for 2 or more Fiscal Years and for YTD

% of ambulances admitted:

Report for 2 or more Fiscal Years and for YTD

% of ED patients admitted:

Report for 2 or more Fiscal Years and for YTD

% of Left Before Being Seen (LBBS)

Report for 2 or more Fiscal Years and for YTD

National Rate: 2%

Best in Class: 0.3-1%

% of Hospital Admits:

Report for 2 or more Fiscal Years and for YTD

of Hours of Diversion:

Report for 2 or more Fiscal Years and for YTD

of ED Boarding Hours:

Report for 2 or more Fiscal Years and for YTD

Revenue Per ED Visit:

Report for 2 or more Fiscal Years and for YTD

Revenue Per ED Admission:

Report for 2 or more Fiscal Years and for YTD

Patient Satisfaction Scores:

Report for 2 or more Fiscal Years and for YTD

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┘ ┘ **ED Flow Metrics**

Arrival to Triage:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 15 minutes

Best in Class: 5 minutes

Arrival to Bed:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 30 minutes

Best in Class: 5-10 minutes

Arrival to Provider:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 45 minutes

Best in Class: 5-22 minutes

Arrival to Disposition:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 120 minutes

Best in Class: 70-90 minutes

Disposition to ED Depart: (All patients)

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 30 minutes

Best in Class: 10-20 minutes

Bed Request to ED Depart: (Admitted patients)

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 90 minutes

Best in Class: 60 minutes

Bed Assigned to ED Depart: (Admitted patients)

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 60 minutes

Best in Class: 45 minutes

LOS Non-Admitted ED Patients:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 150-180 minutes.

Best in Class: 90-120 minutes.

LOS Admitted ED Patients:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 240 minutes.

Best in Class: 210 minutes.

LOS All Patients:

Report for 2 or more Fiscal Years and for YTD

Top Quartile: 210-240 minutes.

Best in Class: 150-180 minutes.

% of Non-Admitted with ED LOS < 150 minutes

Report for 2 or more Fiscal Years and for YTD

Aim for 45%+

% of with Arrival to Provider < 30 minutes

Report for 2 or more Fiscal Years and for YTD

Aim for 70%+

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└ ┘ **Ancillary TATs** (Report at least 2 Fiscal Years and YTD)

CBC (without differential)

Order to Sent:

Top Quartile Benchmark: 6 minutes

Order to Resulted:

Top Quartile Benchmark: 18 minutes

Chemistries (Basic Metabolic Profile)

Order to Sent:

Top Quartile Benchmark: 6 minutes

Order to Resulted:

Top Quartile Benchmark: 32 minutes

Chest X-Ray (non-portable)

Order to Exam Start:

Top Quartile Benchmark: 10 minutes

Order to Pacs:

Top Quartile Benchmark: 25 minutes

Long-Bone films (no axial bones)

Order to Exam Start:

Top Quartile Benchmark: 10 minutes

Order to Pacs:

Top Quartile Benchmark: 25 minutes

Unenhanced Head CT (no contrast)

Order to Exam Start:

Top Quartile Benchmark: 15 minutes

Order to Wet Read:

Top Quartile Benchmark: 45 minutes

CT Chest with IV contrast (CT Angio)

Order to Exam Start:

Top Quartile Benchmark: 15 minutes

Order to Wet Read:

Top Quartile Benchmark: 60 minutes