## Timeliness of Care

<table>
<thead>
<tr>
<th>Hospital Quality Measures</th>
<th>What Is This? Why Is It Important?</th>
</tr>
</thead>
</table>
| **Average (Median) Time patients spent in the ED, before admission to the hospital as an inpatient** | ♦ This measure shows the average (median) time patients spent in the Emergency Department (ED) – from the time they arrived to the time they left ED for an inpatient bed. This number only includes patients who were admitted to the hospital as an inpatient and excludes those people who went home.  
♦ Long stays in the ED before a patient is admitted may be a sign that the ED is understaffed or overcrowded.  
♦ Lower Numbers are Better. |
| **Average (Median) Time patients spent in the ED, after the doctor decided to admit them as an inpatient before leaving the ED for their inpatient room** | ♦ This measure shows the average (median) time patients spent in the ED – from the time the doctor decided to admit them to the time they left the ED for an inpatient bed.  
♦ Delays in transferring ED patients to an inpatient unit may be a sign that there is not enough staff or there is poor coordination among hospital departments.  
♦ Lower Numbers are Better. |
| **Average (Median) Time patients spent in the ED before leaving from the visit** | ♦ This measure shows the average (median) time in minutes that patients spent in the ED – from the time they arrived to the time they were sent home. It excludes patients who were later admitted to the hospital as inpatients, admitted for observation, transferred to another acute care hospital, or who left without being seen by a licensed provider.  
♦ Long stays in the ED before a patient is sent home may be a sign that the ED is understaffed or overcrowded.  
♦ Lower Numbers are Better. |
| **Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital** | ♦ This measure shows the average length it takes for hospitals to identify patients who need specialized heart attack care the hospital cannot provide and begin their transfer to another hospital that can provide this care.  
♦ Lower Numbers are Better. |
| **Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack got an ECG** | ♦ This measure shows the average (median) number of minutes it takes before patients had an ECG.  
♦ “ECG” (sometimes called EKG) stands for electrocardiogram. An ECG is a test that can help doctors know whether patients are having a heart attack.  
♦ Standards of care say that patients with chest pain or a possible heart attack should have an ECG upon arrival, preferably within 10 minutes. Sometimes patients get an ECG done before they get to the hospital (for example, by the ambulance staff). This is counted as “0 minutes.”  
♦ Lower Numbers are Better. |
## Timeliness of Care

<table>
<thead>
<tr>
<th>Hospital Quality Measures</th>
<th>Indicator</th>
<th>Performance Period</th>
<th>Dearborn</th>
<th>Farmington Hills</th>
<th>Grosse Pointe</th>
<th>Royal Oak</th>
<th>Taylor</th>
<th>Trenton</th>
<th>Troy</th>
<th>Wayne</th>
<th>National Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department Volume</td>
<td></td>
<td>Calendar Year 2017</td>
<td>Very High</td>
<td>Very High</td>
<td>High</td>
<td>Very High</td>
<td>Medium</td>
<td>Medium</td>
<td>Very High</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Average (Median) Time patients spent in the ED, before admission to the hospital as an inpatient</td>
<td>↓</td>
<td>Calendar Year 2018</td>
<td>396 Minutes</td>
<td>333 Minutes</td>
<td>266 Minutes</td>
<td>391 Minutes</td>
<td>331 Minutes</td>
<td>263 Minutes</td>
<td>279 Minutes</td>
<td>357 Minutes</td>
<td></td>
</tr>
<tr>
<td>Average (Median) Time patients spent in the ED, after the doctor decided to admit them as an inpatient before leaving the ED for their inpatient room</td>
<td>↓</td>
<td>Calendar Year 2018</td>
<td>169 Minutes</td>
<td>248 Minutes</td>
<td>94 Minutes</td>
<td>253 Minutes</td>
<td>157 Minutes</td>
<td>84 Minutes</td>
<td>141 Minutes</td>
<td>165 Minutes</td>
<td></td>
</tr>
<tr>
<td>Average (Median) Time patients spent in the ED before leaving from the visit</td>
<td>↓</td>
<td>Calendar Year 2018</td>
<td>235 Minutes</td>
<td>159 Minutes</td>
<td>204 Minutes</td>
<td>226 Minutes</td>
<td>176 Minutes</td>
<td>167 Minutes</td>
<td>177 Minutes</td>
<td>167 Minutes</td>
<td></td>
</tr>
<tr>
<td>Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital</td>
<td>↓</td>
<td>Calendar Year 2018</td>
<td>N/A</td>
<td>Too Few to Report</td>
<td>N/A</td>
<td>N/A</td>
<td>48 Minutes</td>
<td>N/A</td>
<td>N/A</td>
<td>Too Few to Report</td>
<td>64 Minutes</td>
</tr>
<tr>
<td>Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack got an ECG</td>
<td>↓</td>
<td>Calendar Year 2018</td>
<td>N/A</td>
<td>Too Few to Report</td>
<td>N/A</td>
<td>Too Few to Report</td>
<td>N/A</td>
<td>5 Minutes</td>
<td>4 Minutes</td>
<td>Too Few to Report</td>
<td>8 Minutes</td>
</tr>
</tbody>
</table>

**Footnote Legend:**

1 N/A: Results Not Available for this Reporting Period at this Hospital.

### National Scores

**National Scores**

- National Benchmarks Not Available
- National Scores Shown for Reference

**We Report All Our Data to CMS and CMS Reports Our Data through Medicare.gov**

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