

Timeliness of Care

Hospital Quality Measures	What Is This? Why Is It Important?
Average (<i>Median</i>) Time patients spent in the ED, before admission to the hospital as an inpatient	<ul style="list-style-type: none"> ◆ This measure shows the average (<i>median</i>) 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 (<i>Median</i>) Time patients spent in the ED, after the doctor decided to admit them as an inpatient before leaving the ED for their inpatient room	<ul style="list-style-type: none"> ◆ This measure shows the average (<i>median</i>) 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 (<i>Median</i>) Number of Minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital	<ul style="list-style-type: none"> ◆ 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 (<i>Median</i>) Number of Minutes before outpatients with chest pain or possible heart attack got an ECG	<ul style="list-style-type: none"> ◆ This measure shows the average (<i>median</i>) number of minutes it takes before patients had an ECG. ◆ “ECG” (<i>sometimes called EKG</i>) 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 (<i>for example, by the ambulance staff</i>). This is counted as “0 minutes.” ◆ Lower Numbers are Better.
Average (<i>Median</i>) Time patients spent in the ED before leaving from the visit	<ul style="list-style-type: none"> ◆ This measure shows the average (<i>median</i>) 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 (<i>Median</i>) Time patients spent in the ED before they were seen by a healthcare professional	<ul style="list-style-type: none"> ◆ For patients who were later sent home, this measure shows the average (<i>median</i>) time in minutes spent waiting in the ED – from the time they arrived until the time they were seen by a healthcare professional. It excludes patients who were admitted to the hospital, who died in the emergency department, or who left without being seen. ◆ Delays in being seen by a healthcare provider may be a sign that the ED is understaffed or overcrowded. ◆ Lower Numbers are Better.
Average (<i>Median</i>) Time Patients who came to the ED with broken bones had to wait before getting pain medication	<ul style="list-style-type: none"> ◆ For all patients 2 years and older who came to the ED with a broken arm or leg, this shows the average (<i>median</i>) time they waited before getting pain medication. ◆ Long waits before a patient is treated may be a sign that the ED is understaffed or overcrowded. ◆ Lower Numbers are Better.

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Hospital Quality Measures	*	Performance Period	Dearborn	Farmington Hills	Grosse Pointe	Royal Oak	Taylor	Trenton	Troy	Wayne	** National Scores
Emergency Department Volume	Indicator	Calendar Year 2016	Very High	Very High	High	Very High	Medium	Medium	Very High	High	Annual Patient Volume Low: 19,999 patients or less Medium: 20,000 – 39,999 patients High: 40,000 – 59,999 patients Very High: 60,000 patients
Average (Median) Time patients spent in the ED, before admission to the hospital as an inpatient	↓	July 2016 – June 2017	402 Minutes	370 Minutes	268 Minutes	389 Minutes	297 Minutes	275 Minutes	282 Minutes	340 Minutes	Low: 211 Minutes Medium: 262 Minutes High: 300 Minutes Very High: 335 Minutes Overall Average: 281 Minutes
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	↓	July 2016 – June 2017	171 Minutes	135 Minutes	111 Minutes	121 Minutes	107 Minutes	81 Minutes	102 Minutes	127 Minutes	Low: 56 Minutes Medium: 90 Minutes High: 119 Minutes Very High: 138 Minutes Overall Average: 102 Minutes
Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital ¹	↓	July 2016 – June 2017	44 Minutes	53 Minutes	N/A	N/A	41 Minutes	N/A	N/A	44 Minutes	57 Minutes
Average (Median) Number of Minutes before outpatients with chest pain or possible heart attack got an ECG ¹	↓	July 2016 – June 2017	6 Minutes	3 Minutes	1 Minute	0 Minutes	4 Minutes	4 Minutes	4 Minutes	6 Minutes	7 Minutes
Average (Median) Time patients spent in the ED before leaving from the visit	↓	July 2016 – June 2017	242 Minutes	164 Minutes	127 Minutes	212 Minutes	147 Minutes	168 Minutes	158 Minutes	173 Minutes	Low: 111 Minutes Medium: 143 Minutes High: 161 Minutes Very High: 172 Minutes Overall Average: 138 Minutes
Average (Median) Time patients spent in the ED before they were seen by a healthcare professional	↓	July 2016 – June 2017	33 Minutes	14 Minutes	17 Minutes	20 Minutes	20 Minutes	20 Minutes	21 Minutes	27 Minutes	Low: 17 Minutes Medium: 21 Minutes High: 24 Minutes Very High: 26 Minutes Overall Average: 20 Minutes
Average (Median) Time Patients who came to the ED with broken bones had to wait before getting pain medication	↓	July 2016 – June 2017	81 Minutes	55 Minutes	35 Minutes	49 Minutes	37 Minutes	49 Minutes	28 Minutes	53 Minutes	49 Minutes

Footnote Legend:

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

* Indicator	
↑	Higher Values Signify Better Performance
↓	Lower Values Signify Better Performance

** 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	
Learn More At:	beaumont.org/quality medicare.gov/hospitalcompare