



Practices of Top Performers Managing the ED

“Top 10%”= highest performing systems (AA bond ratings and top quartile CMS core measure ranking)

Corporate Approach to ED Services Management

	Top 10%	Bottom 10%
System-wide ED Services executive in place >2 years	100%	0%
Strategic planning and decision-making made at system level	80%	20%
Utilization of financial incentives tied to ED balanced scorecard performance	80%	20%
ED Case-Mix Index and ED Adjusted Mortality measured regularly	80%	0%

Information Technology Solutions Applied to ED Services

	Top 10%	Bottom 10%
High interoperability of clinical documentation systems in the ED with the information systems for the hospital and health system	80%	20%
Software to facilitate proper disposition	80%	0%
Computer modeling to predict peak flow and optimize staffing	80%	20%