

## Decreased Bed to MD Times

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In December 2009, ApolloMD partnered with Wuesthoff Health System in order to provide emergency physician services to its two Central Florida facilities: Wuesthoff Medical Center – Rockledge and Wuesthoff Medical Center – Melbourne. Prior to partnering with ApolloMD, Melbourne struggled in the areas of patient satisfaction and throughput.

Throughout 2009, Overall ED Press Ganey scores were averaging in the single digits. Immediately after ApolloMD began providing services, however, **Overall ED Satisfaction Scores jumped from 3% to 95%**. At the same time, ApolloMD's 100% performance-based compensation structure led to significant improvements in Bed to MD times. In the 8 months prior to ApolloMD's start date, Bed to MD times averaged 46 minutes. Upon implementation of ApolloMD's business model, the time dropped to the low 20s, an improvement of 52%.

In early 2010, Press Ganey honored ApolloMD and Melbourne with the *Journey to Excellence Award*, which recognized their greatest jump in patient satisfaction scores within a quarter.

Wuesthoff Medical Center – Melbourne  
Bed to Doc Times  
April 2009 – March 2010

