



Improved Emergency Department Metrics

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In the months prior to ApolloMD’s arrival, West Georgia Health System in LaGrange, Georgia struggled with rising numbers of “Left Without Being seen” (“LWBS”)patients, culminating in a high of 212, or 7.6% of its total patient volume in January of 2006.

ApolloMD’s coverage began in February 2006. By September, the number of LWBS patients had fallen to 14, a 93% reduction from January’s tally of 212, and a number that represented less than 0.5% of its patient volume. As LWBS rates dwindled, patient satisfaction increased from the 2nd percentile in 2006 to 35th within the first year. By 2009, satisfaction rankings had reached the 90th percentile where they remain today.




Improvement in patient care and timeliness led to a new perception of the emergency department throughout the local community. As word spread of the positive changes in the department, increasing numbers of patients began to visit the ED. In 2011, ApolloMD physicians treated 62,000 patients in the ED, as compared to an annual volume of 33,000 prior to ApolloMD’s involvement.

The improvements at WGHS were achieved without an overhaul of the existing physicians. A new Medical Director was recruited, but four of the six full-time physicians were holdovers from the previous group who chose to join ApolloMD. According to a recent Press Ganey Survey, overall patient satisfaction in the ED continues to rank in the 90th percentile as compared to all other EDs in Georgia.

West Georgia Health System – LaGrange, GA

Emergency Department Metrics

Pre-ApolloMD (2006) - 2011

	2006 (Pre- ApolloMD)	2007	2008	2009	2010	2011	Overall ApolloMD Influence
LWBS	7.6%	1%	0.5%	0.2%	0.4%	0.3%	 96%
Volume	33,000	40,000	50,000	58,000	58,000	62,000	 88%
Patient Satisfaction	2 nd Percentile	35 th Percentile	80 th Percentile	90 th Percentile	90 th Percentile	90 th Percentile	 4,400%