

Increased ED Volume

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West Georgia Health System is a community hospital with an annual patient volume of 58,000. In the months prior to ApolloMD's arrival, WGHS struggled with rising numbers of "Left Without Being Seen" (LWBS) patients, culminating in a high of 212, or **7.6% of their total patient volume** in January 2006. ApolloMD began coverage at WGHS on February 1, and the reduction in LWBS patients in the first eight months was staggering (see below). 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 half a percent of their patient volume**. As LWBS rates dwindled, patient satisfaction skyrocketed from the 2nd percentile in 2006 to 35th within the first year. Currently, patient satisfaction at LaGrange is in the 90th percentile.

These improvements in patient care and timeliness led to a new perception of the WGHS Emergency Department throughout the community of LaGrange. As word spread of the positive changes in the department, increasing numbers of patients began to visit the ED. In 2009, ApolloMD physicians treated 58,000 emergency patients, as compared to an annual volume of 33,000 just three years prior.

The improvements at West Georgia Health System were achieved without an overhaul of the providers. 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 WGHS Medical Staff Executive Summary by Press Ganey, physician satisfaction in the ED far exceeds that of any other specialty. The average ranking was 97% for the ED, compared to an overall mean of 81.3%. With the ApolloMD model, **physicians' incentives are aligned with those of the hospital, resulting in a stable core team of providers committed to providing services at your hospital.**

	2006 (Pre ApolloMD)	2007	2008	2009	Overall ApolloMD Influence
LWBS	7.6%	1%	0.5%	0.2%	 98.5%
Volume	33,000	40,000	50,000	58,000	 76%
Patient Satisfaction	2 nd Percentile	35 th Percentile	80 th Percentile	90 th Percentile	 4,400%