

## Quality care results from the Emergency Center at Unity Hospital

PERFORMANCE MEASURE	2009	2010	2011	
<b>VOLUMES</b>				
• Total # of patients served	51,057	48,894	48,469	
<b>LEFT WITHOUT TREATMENT</b>				
• % of patients who left without treatment	2.42%	2.98%	4.18%	<b>GOAL</b> 2.5%
<b>WAITING TIME</b>				
People with life-threatening conditions are treated immediately. For less urgent situations, patients are seen according to the level of severity.				<b>GOAL</b>
• Average time from entering the Emergency Center until seen by a health care provider	75.8 minutes	83.5 minutes	101 minutes	60 minutes
<b>PATIENT SATISFACTION</b>				
• % of patients who would return to the Unity Hospital Emergency Center	98.2%	97%	96%	<b>GOAL</b> 100%
<b>DOOR TO DISCHARGE HOME</b>				
• Time from door to discharge home	NA	NA	4 hrs 33 min	<b>GOAL</b> 3 hrs 30 min

*"I would give the Unity Emergency Center a 20 out of 10. Everything was great!"*

**SEE HOW UNITY IS MAKING LIFE BETTER**

**For more information, visit:**  
[www.unityhealth.org/emergency](http://www.unityhealth.org/emergency)