



SCOTTSDALE  
HEALTHCARE<sup>SM</sup>

Public Relations & Marketing  
7400 E. Osborn Road  
Scottsdale, AZ 85251-6403  
Tel (480) 882-4910 Fax (480) 882-4992

NEWS

---

CONTACT: Keith Jones, 480-882-4910, [kjones@shc.org](mailto:kjones@shc.org)

## **Scottsdale ERs beat Arizona, U.S. average wait times** *Online wait time updates add to high patient satisfaction*

SCOTTSDALE, Ariz. (June 23, 2009) – Emergency Room wait times at Scottsdale Healthcare Osborn Medical Center, Scottsdale Healthcare Shea Medical Center and Scottsdale Healthcare Thompson Peak Hospital are significantly faster than Arizona and national wait times, according to a new study released today.

Scottsdale Healthcare ER patients typically spend about three hours “from door-to-discharge,” the time spent between arrival in the ER and being sent home or admitted to the hospital, compared to Arizona’s average of nearly six hours and the U.S. average of four hours.

Arizona again ranked 48<sup>th</sup> of 50 states in the *2009 Emergency Department Pulse Report: Patient Perspectives on American Health Care* study released by healthcare industry quality consultants Press Ganey Associates of South Bend, Ind.

Quality of care and keeping patients informed also ranked high in importance among consumers in the study. Scottsdale Healthcare was the first in the U.S. to post live wait times online, update every three minutes at [www.fastERtimes.com](http://www.fastERtimes.com) and [www.shc.org](http://www.shc.org). Times are also posted and on monitors in ER waiting rooms.

More than 90% of Scottsdale Healthcare ER patients reported they were treated in a caring manner, and 95% would recommend Scottsdale Healthcare to others in the hospitals’ own surveys.

“We are transparent about our ER wait times by posting them online as a consumer service, but our patients tell us quality care is what matters most,” said Scottsdale Healthcare President & CEO Tom Sadvary.

Teamwork between hospital staff and physicians, along with consistent and ongoing improvements in processes, ensure high quality care in all three Scottsdale Healthcare hospital emergency departments.

“Several years ago Scottsdale Healthcare began studying emergency patient throughput, a process that many other hospitals only recently began to examine,” said Nancy Hicks-Arsenault, director of emergency services. “As a result, our door-to-discharge times continue to consistently beat state and national averages.”

More than 120,000 patients are seen annually in the Emergency Departments at Scottsdale Healthcare Osborn Medical Center, which is one of Arizona’s busiest Level I Trauma Centers, Scottsdale Healthcare Shea Medical Center and Scottsdale Healthcare Thompson Peak Hospital.

All three Scottsdale Healthcare hospitals were recently accredited as Certified Chest Pain Centers by the Society of Chest Pain Centers. In addition to its American College of Surgeons designation as a Level I Trauma Center, Scottsdale Healthcare Osborn Medical Center also is a Primary Stroke Center.

Scottsdale Healthcare ([www.shc.org](http://www.shc.org)) is the not-for-profit parent organization of Scottsdale Healthcare Osborn Medical Center, Scottsdale Healthcare Shea Medical Center, Scottsdale Healthcare Thompson Peak Hospital, Virginia G. Piper Cancer Center, Scottsdale Clinical Research Institute, TGen Clinical Research Services at Scottsdale Healthcare, Scottsdale Healthcare Home Health Services, Scottsdale Healthcare Community Health Services, NOAH Clinics and Scottsdale Healthcare Foundation. Scottsdale Healthcare ER wait times are updated every three minutes at [www.fastERtimes.org](http://www.fastERtimes.org).

###