

1: In your opinion, how serious of a challenge is patient flow management at your Health Care Organization (HCO)?	# of Responses
Extremely serious	131 (65%)
Somewhat serious	70 (34%)
Not serious	2 (1%)
Don't know/NA	0 (0%)
2: In your opinion, have your patient flow challenges become more serious in the last 12 months?	# of Responses
Yes, they have become more serious	107 (53%)
They have stayed about the same	72 (35%)
No, they have improved	22 (11%)
Don't know/NA	2 (1%)
3: Where would overcrowding rank among your top concerns?	# of Responses
In my top 3 management concerns	98 (49%)
In my top 5 management concerns	66 (33%)
In my top 10 management concerns	26 (13%)
Not one of my top management concerns	11 (5%)
4: Do you believe your hospital's ability to handle those challenges will improve within the next year?	# of Responses
Yes it will.	144 (71%)
No it won't.	21 (10%)
Don't know.	37 (18%)
5: In the past year, has your HCO had to divert patients to another hospital's emergency room because of overcrowding/patient flow problems?	# of Responses
Yes it has.	120 (60%)
No it hasn't.	61 (30%)
Don't know.	20 (10%)
6: If "Yes," how many times have you had to do so in the past year?	# of Responses
One to five times	35 (21%)
Six to 10 times	27 (16%)
Ten to 20 times	19 (11%)
More than 20 times	39 (23%)
We did not divert patients	47 (28%)
7: Once a patient is identified as requiring admission from the ED, what is the average time for the patient to be admitted to the hospital and in an in-patient bed?	# of Responses
Less than 1 hour.	18 (9%)
Within 2 hours.	59 (30%)
Within 4 hours.	67 (34%)
More than 4 hours.	59 (27%)

8: If your hospital has a stated goal for time to admit from the ED, what is it?	# of Responses
Within 30 minutes.	19 (10%)
Within 1 hour.	68 (35%)
Within 2 hours.	49 (25%)
Within 4 hours.	17 (9%)
Have not defined a goal.	42 (22%)
9: Regarding the above question, how often do you meet your stated goal?	# of Responses
Greater than 90% of the time.	13 (8%)
Approximately 75% of the time.	30 (18%)
Between 50% and 75% of the time.	43 (26%)
Less than 50% of the time.	79 (48%)
10: Has the ability to move patients from the ED to in-patient status improved in the last year?	# of Responses
Yes, it has.	106 (54%)
No, it hasn't.	67 (34%)
Don't know.	23 (12%)
11: Have surgeries been cancelled or delayed because of bed shortages?	# of Responses
Yes, they have.	56 (28%)
No, they haven't.	126 (63%)
Don't know.	19 (9%)
12: Is there a standing committee to review patient flow problems?	# of Responses
Yes, there is.	162 (80%)
No, there is not.	34 (17%)
Don't know.	6 (3%)
13: Is your HCO considering expanding bed capacity to relieve patient flow problems?	# of Responses
Yes.	113 (57%)
No.	70 (35%)
Don't know.	16 (8%)
14: Where does expanded capacity rank as a solution to overcrowding?	# of Responses
Top of the list.	30 (15%)
Near the top.	83 (43%)
The last resort.	42 (22%)
Not an option.	40 (21%)
15: Has your HCO implemented patient flow technology to relieve overcrowding?	# of Responses
Yes.	121 (60%)
No.	73 (36%)
Don't know.	7 (3%)

16: If "No," do you plan to implement such technology?	# of Responses
In the next six months?	12 (14%)
In the next year?	19 (22%)
It's a consideration	41 (47%)
We have no plans to do so.	15 (17%)
17: Are you optimistic about your HCO's ability to manage patient flow to improve care and control costs?	# of Responses
Very optimistic.	79 (40%)
Somewhat optimistic.	95 (48%)
Somewhat pessimistic.	24 (12%)
Very pessimistic.	2 (1%)
18: Do you believe patient flow technology can relieve overcrowding?	# of Responses
Yes.	35 (17%)
Yes, with other process and staff changes.	153 (76%)
Not as well as other process and staff changes.	12 (6%)
Not at all.	1 (<1%)
19: With regard to the above question, is your opinion based on:	# of Responses
Experience.	136 (68%)
Review of available technology.	30 (15%)
Opinions of consultants.	4 (2%)
Industry information.	31 (15%)
20: Please feel free to provide additional commentary on issues, situations or solutions that your HCO has seen regarding patient flow challenges.	

For more information, please contact:



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