

**Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital and LME**

**SFY 2016**

		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Apr		May		June		Total # Patients	Total Avg Hrs Waiting
Hospital	Referring LME	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare	1	n/a	1	n/a	1	0.00			1	0.00			1	0.00	1	n/a	2	0.00	1	0.00					9	0.00
	Cardinal Innovations Healthcare Solutions	8	99.05	11	180.45	17	142.42	7	49.37	8	90.82	6	12.36	6	67.08	11	137.52	5	380.53	11	161.40	11	261.87	7	77.92	108	159.18
	CenterPoint Human Services	1	140.77			1	n/a			1	0.00									2	34.46					5	52.42
	Eastpointe	1	n/a																							1	n/a
	Partners Behavioral Health Management	15	77.54	15	222.22	14	268.44	13	24.76	13	88.48	13	76.90	13	44.82	13	9.01	12	28.34	17	74.20	26	41.00	15	46.70	179	81.99
	Sandhills Center	1	0.00	1	n/a					1	n/a													1	n/a	4	0.00
	Smoky Mountain Center	39	76.43	23	118.58	32	97.36	34	41.16	30	61.63	25	131.34	23	98.67	34	94.78	30	153.86	39	112.24	39	112.24	32	143.54	369	104.92
	Trillium Health Resources	1	n/a			1	n/a			1	0.00									1	0.00	1	n/a			5	0.00
<b>Broughton Hospital Total</b>		<b>67</b>	<b>78.93</b>	<b>51</b>	<b>159.16</b>	<b>65</b>	<b>135.56</b>	<b>55</b>	<b>37.95</b>	<b>52</b>	<b>116.56</b>	<b>50</b>	<b>55.69</b>	<b>45</b>	<b>101.05</b>	<b>48</b>	<b>90.99</b>	<b>53</b>	<b>109.12</b>	<b>62</b>	<b>124.51</b>	<b>77</b>	<b>125.97</b>	<b>55</b>	<b>113.93</b>	<b>680</b>	<b>106.72</b>
Central Regional Hospital	Alliance Behavioral Healthcare	156	83.18	167	143.28	173	120.38	172	99.48	193	86.61	111	113.34	190	141.78	245	130.77	250	144.73	237	142.85	306	118.37	231	107.55	2,431	119.97
	Cardinal Innovations Healthcare Solutions	17	98.86	18	113.61	27	111.52	18	126.34	12	139.10	15	84.02	13	122.93	24	193.32	9	133.23	22	145.42	23	216.67	15	265.11	213	144.90
	CenterPoint Human Services	15	108.99	13	142.32	9	124.08	17	100.82	11	210.44	10	115.04	11	247.36	12	82.64	5	375.09	3	176.36	9	284.13	12	182.79	127	162.49
	Eastpointe	2	0.00	1	139.75	1	329.83	5	94.53	5	188.89	1	282.25	1	110.08	2	64.67	3	163.25	1	166.67	7	144.07	2	137.75	31	146.00
	Partners Behavioral Health Management																										
	Sandhills Center	51	111.47	48	110.38	47	116.49	55	112.35	46	125.89	40	153.30	50	112.83	63	92.17	51	131.10	40	91.23	61	102.63	64	92.22	616	111.90
	Smoky Mountain Center	1	0.00	1	n/a					1	92.58					3	76.13	2	219.79			1	n/a	2	90.98	6	90.99
	Trillium Health Resources	4	17.98	1	6.75	1	150.00	4	102.62	2	109.79	5	104.48	4	170.61	3	83.94	6	90.87	6	109.52	10	158.16	2	n/a	48	105.13
<b>Central Regional Hospital Total</b>		<b>246</b>	<b>89.37</b>	<b>249</b>	<b>133.76</b>	<b>258</b>	<b>120.03</b>	<b>271</b>	<b>104.09</b>	<b>270</b>	<b>102.19</b>	<b>182</b>	<b>120.48</b>	<b>269</b>	<b>140.27</b>	<b>354</b>	<b>123.41</b>	<b>326</b>	<b>146.80</b>	<b>310.00</b>	<b>134.15</b>	<b>417</b>	<b>126.62</b>	<b>328</b>	<b>115.25</b>	<b>3,480</b>	<b>121.90</b>
Cherry Hospital	Alliance Behavioral Healthcare	23	121.06	10	196.02	12	55.87	26	233.02	14	153.71	19	250.95	11	183.78	18	133.82	14	88.26	18	110.07	24	112.39	11	123.44	200	152.94
	Cardinal Innovations Healthcare Solutions					1	0.00							4	42.54	2	37.62	2	99.67	1	n/a	1	n/a			11	49.41
	Eastpointe	44	109.35	30	140.52	32	110.87	49	189.98	40	128.90	48	203.16	35	123.99	54	124.20	38	84.64	37	108.58	51	82.14	48	111.78	506	125.75
	Sandhills Center	5	115.40	3	191.75	4	64.06	4	39.65	2	209.08	4	100.33	5	99.70	3	61.42	2	47.18	1	n/a			1	n/a	34	94.43
	Trillium Health Resources	55	129.20	55	145.70	57	110.42	62	138.89	72	89.58	70	124.57	70	112.29	73	76.72	52	83.95	71	71.05	79	91.67	80	86.77	796	103.52
<b>Cherry Hospital Total</b>		<b>127</b>	<b>120.61</b>	<b>98</b>	<b>148.58</b>	<b>106</b>	<b>102.33</b>	<b>141</b>	<b>167.74</b>	<b>128</b>	<b>108.26</b>	<b>141</b>	<b>168.66</b>	<b>125</b>	<b>119.82</b>	<b>150</b>	<b>99.63</b>	<b>108</b>	<b>84.27</b>	<b>128.00</b>	<b>87.99</b>	<b>155.00</b>	<b>91.29</b>	<b>140.00</b>	<b>98.14</b>	<b>1,547.00</b>	<b>116.30</b>
<b>Grand Total</b>		<b>440</b>	<b>98.37</b>	<b>398</b>	<b>140.26</b>	<b>429</b>	<b>116.71</b>	<b>467</b>	<b>122.27</b>	<b>450</b>	<b>105.05</b>	<b>373</b>	<b>133.21</b>	<b>439</b>	<b>130.90</b>	<b>552</b>	<b>113.83</b>	<b>487</b>	<b>126.65</b>	<b>500</b>	<b>119.57</b>	<b>649</b>	<b>116.29</b>	<b>523</b>	<b>109.89</b>	<b>5,707</b>	<b>118.89</b>

**What the data DOES include:**

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting: from the time the ED submitted necessary paperwork/information to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types
- As of July 1, 2015, Eastern Carolina Behavioral Health and CostalCare were merged to become Trillium Health Resources

**What the data DOES NOT include:**

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed
- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital