

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

SFY 2017

Hospital	Referring LME	Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Apr		May		June		Total # Patients	Total 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	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare			1	n/a			1	0.00	1	n/a	1	n/a			1	0.00	1	0.00	1	0.00	1	0.00	7	0.00		
	Cardinal Innovations Healthcare Solutions	8	108.95	8	63.49	6	198.31	10	139.74	6	563.58	4	95.47	12	561.90	4	323.44	10	121.55	2	n/a	9	171.80	4	322.60	83	256.85
	Eastpointe							1	0.00											1	0.00			2	0.00		
	Partners Behavioral Health Management	16	206.94	10	47.42	12	272.04	4	72.15	10	87.73	24	184.76	3	241.14	6	35.27	10	0.00	14	217.84	11	87.80	10	24.90	130	133.51
	Sandhills Center			1	n/a	1	n/a																		2	n/a	
	Smoky Mountain Center	26	98.93	25	164.68	2	0.00									1	0.00								51	132.69	
Trillium Health Resources			2	0.00											16	265.08	29	68.77	21	99.52	33	176.75	24	259.98	3	0.00	
Vaya Health					29	157.15	32	81.77	24	63.34	19	148.90	12	562.72	16	265.08	29	68.77	21	99.52	33	176.75	24	259.98	239	155.41	
Broughton Hospital Total		50	130.87	47	113.44	48	194.61	48	92.04	41	152.81	48	162.37	27.00	516.31	27.00	230.73	50.00	68.34	38.00	130.28	54.00	149.90	39.00	202.96	517.00	160.84
Central Regional Hospital	Alliance Behavioral Healthcare	224	94.90	258	123.49	259	133.97	225	134.68	206	120.02	195	148.59	262	150.68	182	124.60	211	111.46	170	176.00	206	173.31	184	171.04	2,582	139.22
	Cardinal Innovations Healthcare Solutions	22	111.98	31	148.20	29	107.07	23	132.13	29	204.38	26	260.52	24	139.39	30	195.64	29	135.62	44	141.77	33	158.73	25	305.39	345	167.86
	CenterPoint Human Services	1	35.50																							1	35.50
	Eastpointe			3	336.86	2	107.71	2	296.01	1	143.58	2	71.56			3	67.88	3	38.25	3	155.11	5	163.04	4	76.42	28	156.01
	Partners Behavioral Health Management			1	6.50																					1	6.50
	Sandhills Center	33	105.11	39	105.77	32	127.18	39	148.88	30	115.69	30	148.02	33	132.99	26	165.32	34	94.10	37	123.61	51	184.21	19	88.13	403	131.11
Smoky Mountain Center	1	389.00	1	144.17																					2	266.58	
Trillium Health Resources			4	145.50	2	102.63	4	102.21	6	80.02	3	294.14	2	25.92	8	101.53	5	101.48	5	130.48	8	103.81	3	54.25	50	116.98	
Vaya Health			2	2.42	2	89.42	2	89.42	2	401.58					1	0.08					3	65.38	1	240.08	11	126.91	
Central Regional Hospital Total		281	99.35	337	126.94	326	129.74	295	137.67	274	130.72	256	161.08	321.00	147.04	250.00	137.10	282.00	110.66	259.00	161.40	306.00	170.96	236.00	174.85	3,423.00	141.01
Cherry Hospital	Alliance Behavioral Healthcare	8	60.60	15	56.08	15	68.58	20	92.18	14	35.34	17	31.57	12	99.31	16	99.32	17	64.44	22	90.31	27	104.52	18	93.69	201	78.97
	Cardinal Innovations Healthcare Solutions			1	85.15			2	3.85	1	n/a			4	155.29			1	18.63			1	49.17	1	n/a	11	97.24
	CenterPoint Human Services							1	68.90																1	68.90	
	Eastpointe	45	70.14	28	135.73	40	139.29	28	126.01	27	57.39	23	50.14	29	113.02	31	54.45	28	80.37	36	111.21	52	74.83	39	82.51	406	91.20
	Sandhills Center			3	740.46	3	1.07	1	0.12	1	23.18	1	n/a	1	n/a	1	48.68	1	123.67	1	123.67			1	526.70	13	275.54
	Trillium Health Resources	64	72.65	70	76.06	57	113.39	66	80.88	64	56.32	70	50.31	64	27.48	76	46.89	54	56.93	78	59.46	109	59.51	79	59.03	851	62.42
Vaya Health																			2	n/a					2	n/a	
Cherry Hospital Total		117	71.02	117	100.49	115	116.85	118	92.63	107	53.38	111	47.19	110.00	65.75	123.00	56.08	101.00	64.23	139.00	77.47	189.00	70.86	138.00	74.31	1,485.00	74.23
Grand Total		448	93.19	501	117.72	489	132.83	461	118.99	422	106.47	415	125.32	458	140.22	400	112.04	433	93.21	436	126.56	549	130.28	413	138.01	5,425	120.40

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

Note: Smoky Mountain MCO changed its name to Vaya Health. September data reflects this name change.