Flagler Hospital, Inc.

*Over 150 beds*

As the only hospital in St. Johns County, Flagler Hospital has a distinct responsibility to deliver fast, efficient, high-quality emergency care.

Dramatically increasing, and unpredictable, patient volumes in the emergency room presented challenges ranging from patient wait times to patients leaving without being seen. To address this, Flagler implemented “Physician First Emergency Care” - a rapid evaluation concept that bypasses traditional triage, increases capacity and ensures every patient is immediately evaluated by a team consisting of a physician, nurse and paramedic. Also key to the process is placing ambulatory patients in results-pending lounges while waiting for test results, rather than placing them in patient rooms. Use of the lounges frees up needed bed space in the main emergency care center, where higher acuity patients are also treated more quickly than ever.

Since adopting the Physician First process, Flagler Hospital’s rate of patients who leave without being seen has dropped from approximately 4 percent to 0.26 percent, and time from arrival to physician is averaging 20 minutes, which is down from a high of 54 minutes. Overall, the Physician First Emergency Care model has improved safety by eliminating long waits and helps Flagler Hospital deliver higher quality, more efficient emergency care for all patients in St. Johns County.