

Emergency Department (ED)

Streamline processes
to reduce costs and improve
patient satisfaction



Key challenge

Seventy percent of [hospital admissions come through the emergency room](#). As the gateway to the majority of inpatient journeys, the ED is a vital focus area for hospitals aiming to increase overall patient satisfaction, control costs, and improve efficiency.

From the time a patient arrives at the ED to the time an admission decision is made, the average time span is [188 minutes](#). During this time, emergency physicians and the ED staff must triage and process the patient, evaluate his or her condition, perform diagnostic workups and initial treatments, and determine whether the patient needs inpatient care or can be safely treated as an outpatient. Any improvements in this process have the potential to decrease costs, optimize use of resources, and create a better experience for patients who are, at the very least, already having a bad day.

Emergency departments
process

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Solution

Inefficient ED processes can lead to improper staffing, overcrowded waiting rooms, frustrated patients, and abnormalities in protocols. Analyzing and troubleshooting these processes require time, resources, and expertise that few hospitals have access to.

ABBYY Process Intelligence solutions apply advanced AI to data from your systems, building a comprehensive, realistic digital model of your processes that includes variations and exceptions. With a clear picture of how processes execute on a day-to-day basis, you can target your efforts to eliminate inefficiencies in the areas where they'll be most effective.

Case study

When a regional health care provider from Pennsylvania implemented ABBYY in its ED, they realized



\$1.2 million in additional revenue from decrease in LWBS (left without being seen)



\$123,000 in annual cost savings from eliminating CT over-ordering



\$96,000 in annual cost savings from reducing labs ordered with no results

ABBYY Process Intelligence delivers the insights that can help your organization to:



Reduce over-admittance



Expedite turnaround on lab requests



Accurately predict ED staffing needs



Increase patient satisfaction



Predict and prepare for surges



Reduce door-to-doctor time

Discover the ABBYY difference

ABBYY's process intelligence platform uses the information contained within providers' systems — EHR, LIS, RIS, PACS, RCM, etc. — to create a visual model of their processes. This real-world representation helps you understand what's working, what's not, and why, so that you can easily identify opportunities to improve.



**DISCOVERING AND
MAPPING**



**ANALYSIS AND
OPTIMIZATION**



**MONITORING AND
ALERTING**



**PREDICTION AND
FORECASTING**

Intelligent automation enables healthcare organizations to address today's financial and regulatory challenges while maintaining high standards for patient care. The ABBYY approach ensures that technology accelerates the organization toward the achievement of its goals, now and in the future.

Learn more at [ABBYY.com](https://www.abbyy.com)



For more information, please visit www.abbyy.com

If you have additional questions, contact your local ABBYY representative listed under www.abbyy.com/contacts.

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