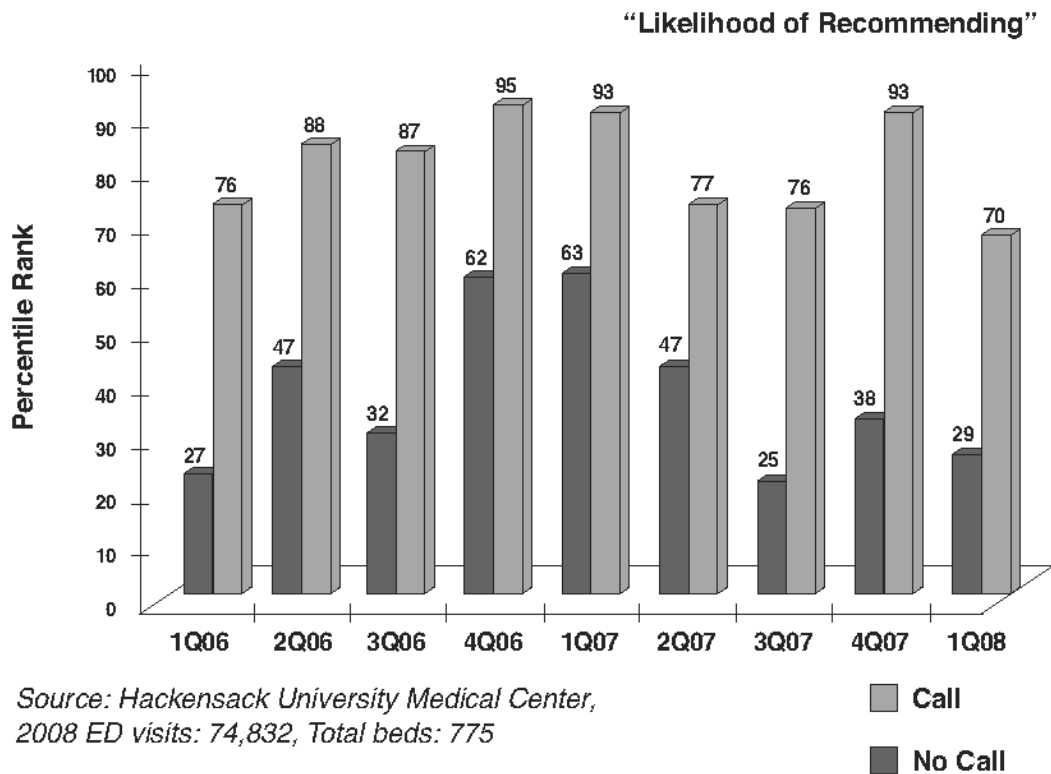


Those high-performing emergency departments that are calling 100 percent of eligible patients discharged to home and reaching 60 percent of them are experiencing a number of positive outcomes. For one, patient satisfaction is higher.

In our experience at Studer Group, discharge phone calls typically increase patient satisfaction 25 to 30 percentile points. In fact, Hackensack University Medical Center in Hackensack, N.J., tested the impact of emergency department discharge phone calls by adding a question to their patient satisfaction survey: Did you receive a follow-up phone call the day after your visit? The results: Patients who received the call were far more likely to recommend the hospital (98th percentile) than those who did not receive a call (56th percentile).



Hackensack University Medical Center in Hackensack, NJ, tested the impact of discharge phone calls on ED patients by comparing those who received a call to those who did not. Consistently, those who received the call were far more likely to recommend the ED than those who did not receive a call.