

Urgent Matters Key Performance Indicators

Factor	Indicator		Reporting Interval
I. Inpatient Flow	1. Time from inpatient bed assignment to bed placement		Weekly
	2. Time of day of discharge		
	3. Bed turnaround time		
II. ED Throughput	1. Total ED throughput time		Weekly
	2. <i>By treatment path:</i> Admitted, Fast Track, other ED discharged	a. Time from arrival to bed placement	
		b. Time from bed placement to examination	
		c. Time from disposition decision to departure	
III. Other ED	1. Hours on diversion		Monthly
	2. Percent incomplete treatment		Monthly
	3. Patient Satisfaction		Monthly
IV. Clinical Process (choose one)	1. Time to heart treatment		Monthly
	Time to pain management		