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## Hot Springs Emergency Department Team Recognized as Service Heroes

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Congratulations to the Emergency Department for being named service heroes for CHI St. Vincent Hot Springs!

The team and its leaders were nominated by a coworker for all of their hard work throughout the past nine months.

In that time there have been many changes and because of those changes, there have been many positive results.

They have reduced ED blood culture contamination rates from 3.7% to 2.7% YTD (our standard is 3% or less), and ED's 'Left Without Being Seen' rate has plunged from a max of 10.5% to an impressive 1.6%. This rate continues to fall and has met the goal of 2% or less!



*"I couldn't be more proud of this team and its leadership! They continue to make positive changes despite high volumes and inpatient holds. They are truly making a difference in our Emergency Department and for our patients! I am so proud to be a part of this team!"*

[← Previous post](#)

[Next post →](#)