

Business Case Study

IMPROVING PATIENT THROUGHPUT IN THE EMERGENCY ROOM

Avel eCare Behavioral Health Reduces the Length of Time Patients Spend in the Emergency Room

“Having a psychiatrist available via telemedicine means we can start treatment plans immediately, leading to faster stabilization and better outcomes for our patients.”

Lori Martinson, Director of Nursing
SMP Health – St. Kateri



THE PROBLEM: BEHAVIORAL HEALTH PATIENTS HAVE LONGER WAIT TIME IN THE ER

Visits to the emergency department for behavioral health visits continue to rise across the country. Traditional emergency rooms often lack the specialized resources necessary to address behavioral health needs efficiently. A lack of resources translates into longer wait times for patients, feeling of helplessness for staff and reduced throughput in the ER.

AVEL BEHAVIORAL HEALTH IMPACT

\$812,500

Average savings per year

quicker throughput within the ER when partnering with Avel eCare Behavioral Health

2.5 hours

Reduced ER length of stay

for EACH Behavioral Health patient seen by Avel eCare in the Emergency Room



THE SOLUTION: AVEL BEHAVIORAL HEALTH IMPROVES PATIENT THROUGHPUT IN THE EMERGENCY DEPARTMENT

Avel eCare Behavioral Health sustains emergency department resources through quick response times from board-certified behavioral health providers and nurses via telemedicine. By providing timely psychiatric evaluations and reducing the burden on ER resources, Avel Behavioral Health transforms emergency care, ensuring that patients receive the specialized attention they need when they need it most. By leveraging telemedicine, facilities can quickly connect patients with behavioral health specialists and has reduced the time patients spend waiting for an evaluation in the emergency department.

“Telemedicine allows us to rapidly assess and triage behavioral health patients, which drastically reduces wait times and frees up our emergency room resources for other patients.”

*—Laura Yoder, RN
SMP Health – St. Kateri*

THE OUTCOME: WE’RE HERE TO HELP

Avel Behavioral Health has increased throughput in the ER resulting in **over \$812,500 in savings per year** when partnering with Avel eCare Behavioral Health. Avel eCare has also supported the local staff by **decreasing the time to disposition by 2.5 hours** below the national average of 3.7 per behavioral health patient. Avel eCare Behavioral Health has helped facilities achieve lower ER operational costs and has improved recruitment and retention, while providing 24/7 behavioral health expertise necessary to ensure quality outcomes.

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About Avel eCare: Avel eCare offers the largest and most comprehensive virtual health network in the world, partnering with hospitals, health systems, government entities, schools, senior care communities, and law enforcement and EMS agencies around the country. For more than 30 years, Avel has harnessed the power of its technology-enabled workflows and the strength of its clinical expertise to deliver high-quality virtual care impacting millions of patients. Avel eCare services include behavioral health, crisis care, critical care emergency, EMS, hospitalist, pharmacy, school health, senior care, and specialty clinic.

