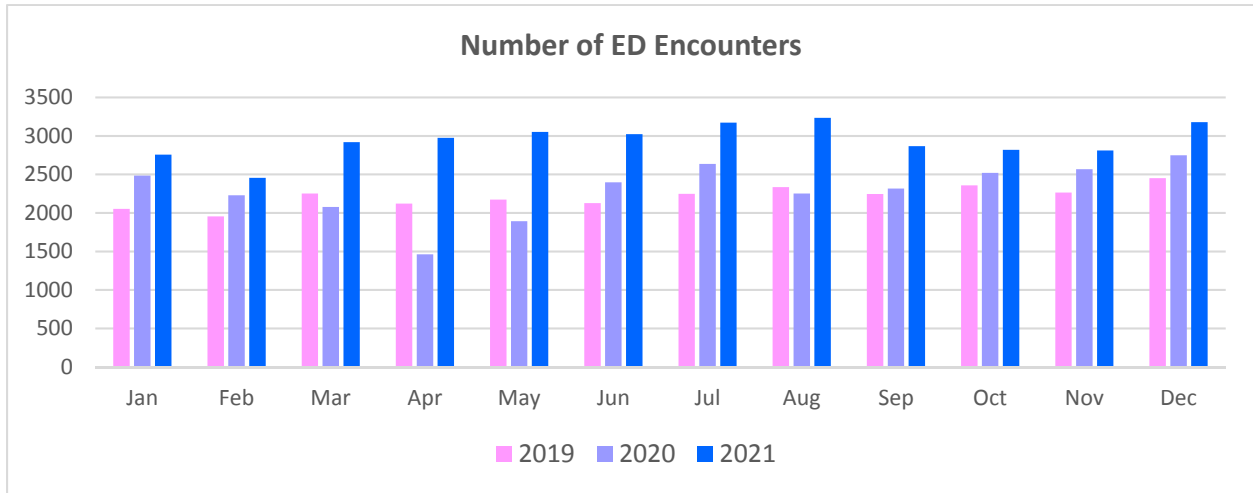
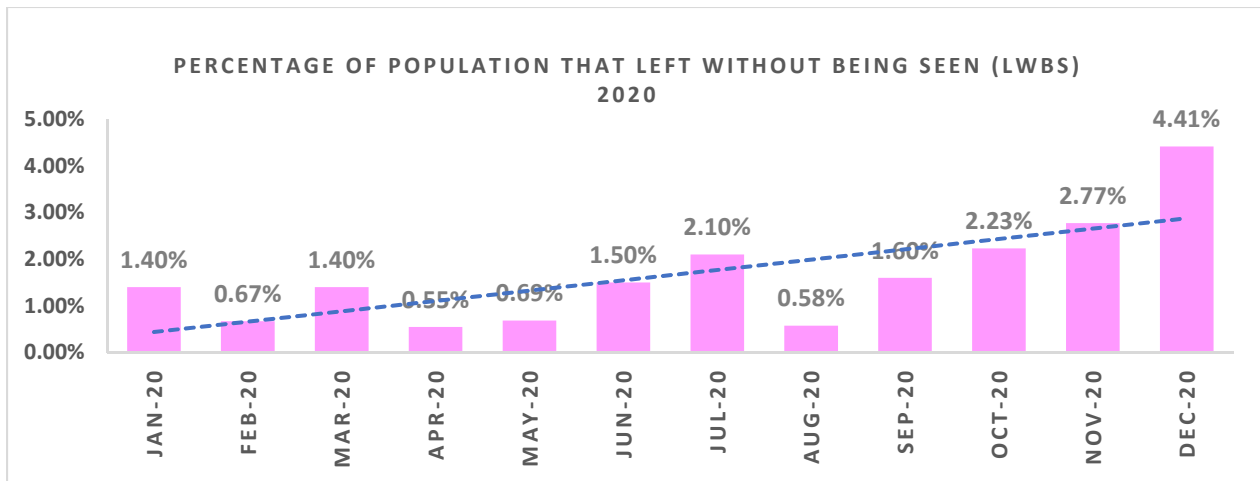


Appendix A Emergency Department (ED) Volume, 2019, 2020, and 2021

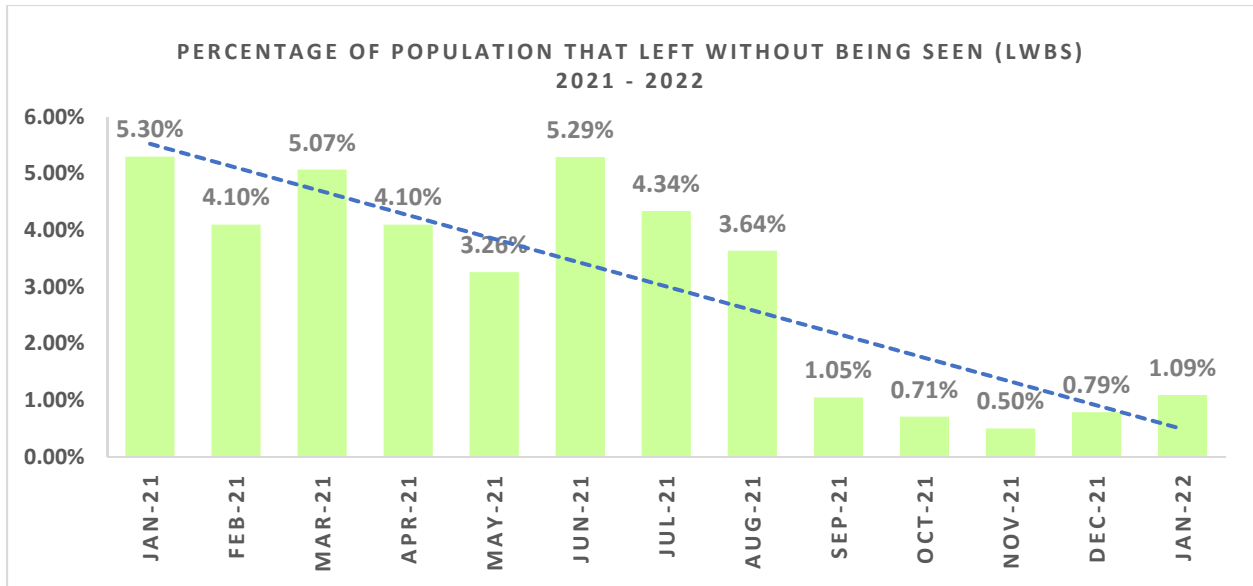


LWBS increased consistently in 2020 from 0.55% to 4.4%

Appendix B Percentage of Patients Who Left Without Being Seen (LWBS), 2020 - 2021

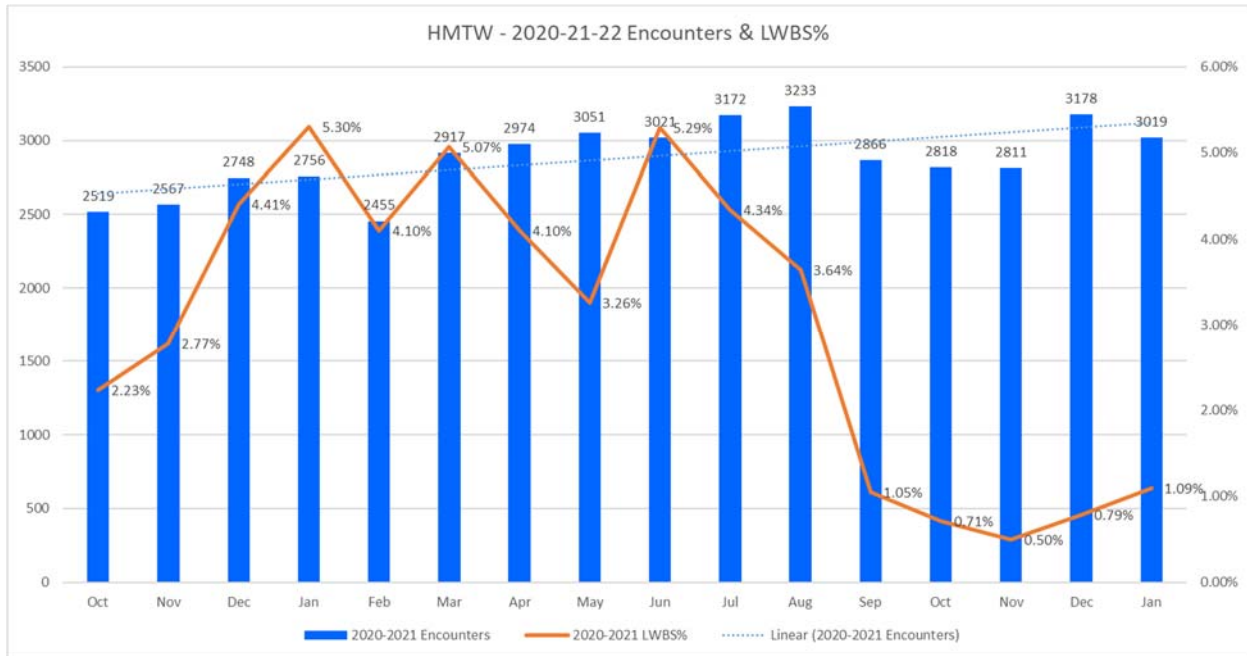


Appendix C Emergency Room Volume and Left-without Being Seen Rates

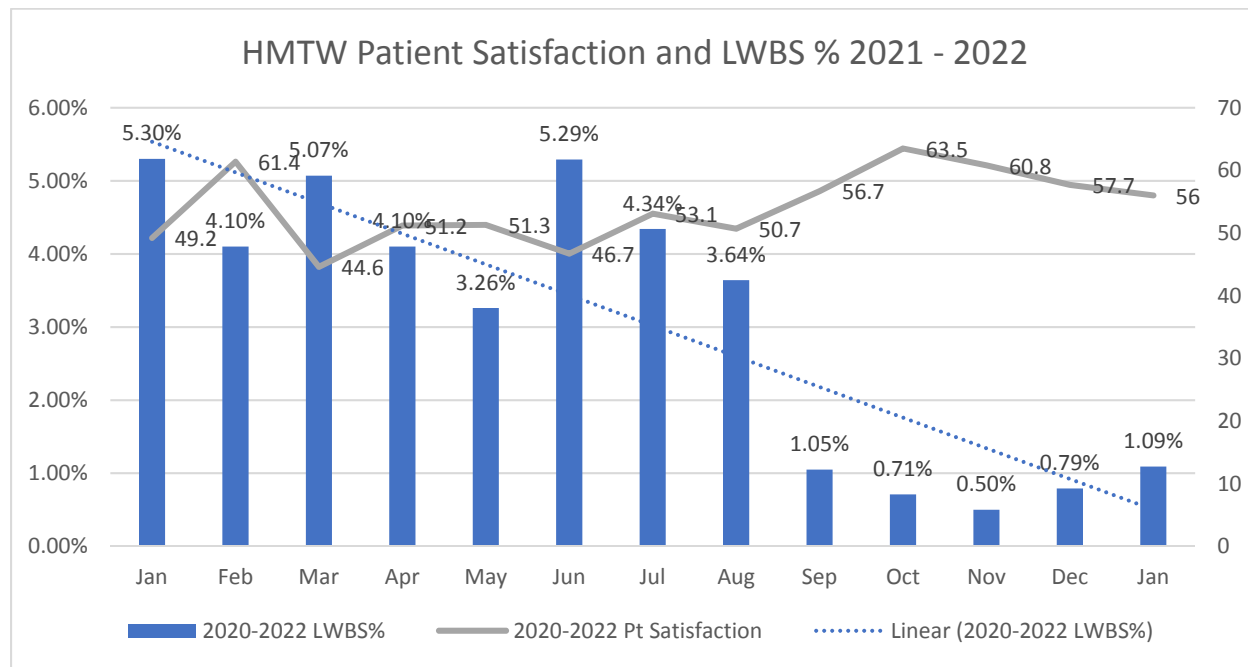


During 2020 and 2021, COVID-19 patients increased volumes in the emergency department; Historically, higher-acuity, respiratory patients are seen during the winter months; Assessment of door-to-doctor/arrival to provider time was needed to reduce triage and provider wait times.

Appendix D Emergency Department Volumes Continue to Increase but Percentage of Patients Who Left Without Being Seen (LWBS) Is in Decline



Appendix E Emergency Department Patient Satisfaction scores increase as the percentage of Patients Who Left Without Being Seen (LWBS) declines



Appendix F Arrival-to-Provider (minutes)

