



## Nation's First Emergency Center of Excellence

[Aurora BayCare Medical Center](#) in Green Bay, Wisconsin, is the first U.S. hospital to be verified as an [Emergency Center of Excellence](#). The award was developed in response to the 2006 Institute of Medicine's call for emergency medicine improvement and to motivate emergency care providers to achieve a higher standard of quality.

Eligibility for the Emergency Center of Excellence award is based on the results of over 100 key performance indicators linked to Seven Pillars of Excellence (right side bar).

[Emergency Excellence](#) collects benchmark data and surveys physicians, nurses, hospital staff, medical staff, and administrators. The Emergency Center of Excellence award is verified after an on-site assessment.

"Aurora BayCare, our first award recipient, set the bar for everyone else," said Dr. Tom Scaletta, President of Emergency Excellence. "Emergency medicine is a team effort and Aurora BayCare's strengths and accomplishments are amazing. Northeastern Wisconsin and Upper Michigan residents can rest assured that they are in good hands when emergencies occur." Dr. Mark Reiter, CEO of Emergency Excellence, also notes, "Aurora BayCare is doing a fantastic job of providing safe, high-quality, and efficient emergency care."

"I am exceedingly proud of our emergency department," remarked Dr. Paul Summerside, an Aurora BayCare board member and practicing emergency physician. "It takes tremendous coordination to pull this off. In addition to the emergency department staff, we are indebted to our support services, like laboratory and radiology. As well, we are fortunate to have such responsive and capable primary care and consulting physicians."

The majority of 120 million emergency department annual visits in the U.S. occur in community, suburban emergency departments like the one at Aurora BayCare. On average, 46 minutes are spent waiting to see an emergency physician. At Aurora BayCare, patients see a board certified emergency physician just 15 minutes after arrival.

### Seven Pillars of EM Excellence

#### Safety

- quality
- outcomes

#### Satisfaction

- perception
- reputation

#### Solvency

- coding
- utilization

#### Space

- facility
- equipment

#### Staff

- credentials
- staffing levels

#### Support

- administration
- medical staff

#### Systems

- flow
- processes