



U.S. AIR FORCE

# Surgical Center Emergency Department

Capt Cory D. Rickards, PT, DPT, OCS, CSCS; Capt Brittaney R. Nores, PT, DPT, CSCS; Capt Andrew Kim, PT, DPT  
Wilford Hall Ambulatory Surgical Center, Lackland Air Force Base

## Abstract

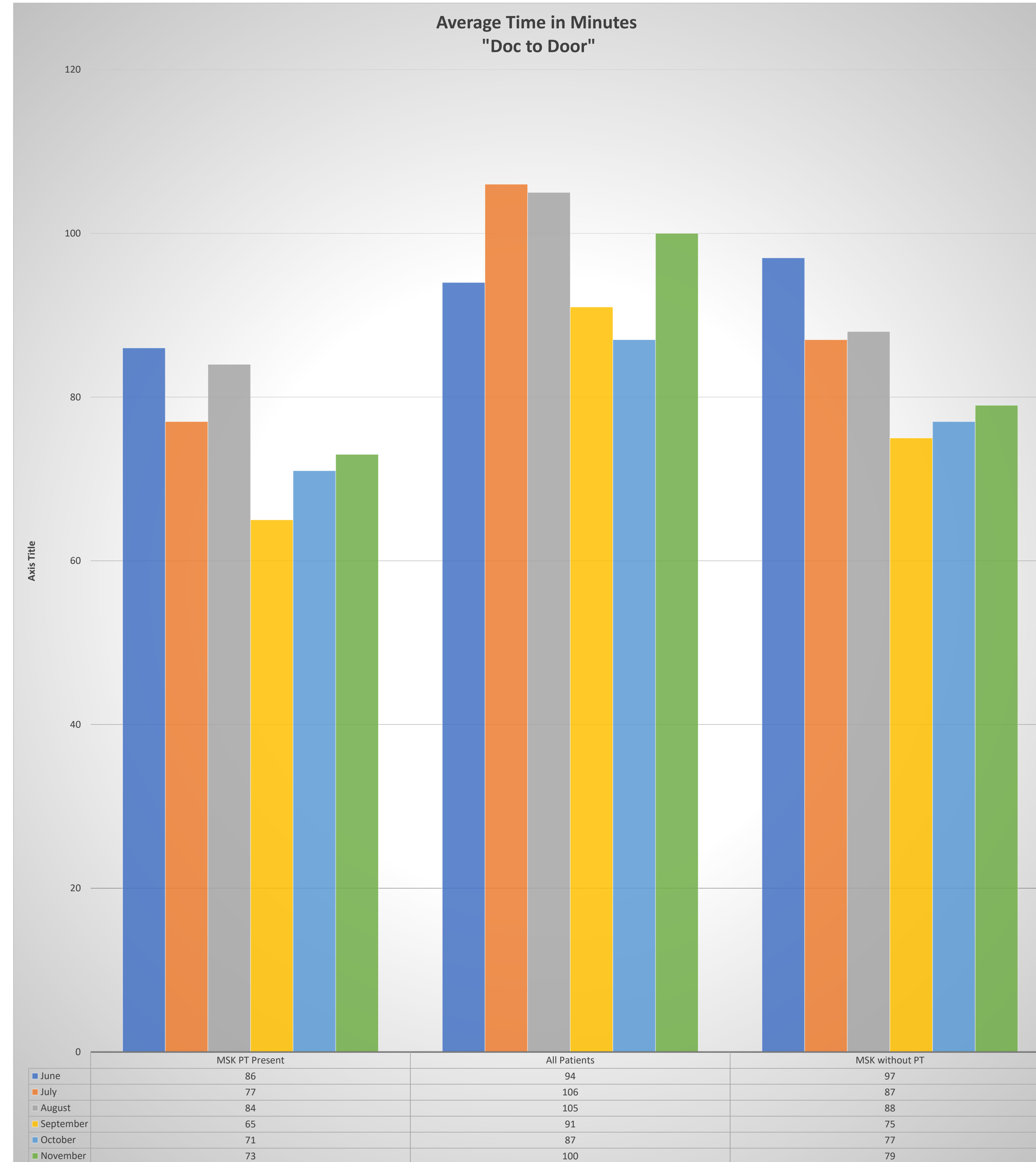
The purpose of this case study is to assess the efficiency, labor-saving, and cost-saving potential of embedding a physical therapist within a military ambulatory surgical center emergency department. Physical Therapists have been operating in civilian emergency departments (ED) effectively for years.<sup>3,4</sup> They often serve as musculoskeletal experts in a primary care role.<sup>2</sup> Within a military treatment facility, the physical therapist is able to independently evaluate and treat a patient without a referral.<sup>5</sup> This process will offload the emergency medicine physicians.

We believe that this process would decrease the workload burden on emergency medicine physicians, decrease length of time in the emergency department, and provide access to early intervention and referral. During this presentation, we will provide further justification for embedding a physical therapist within the emergency department. By assessing the current caseload compared to the potential caseload, we will demonstrate the effectiveness and need for physical therapists within a military emergency department.

## Methods

The patient population are those with Emergency Severity Index (ESI) Level 4 and Level 5, whose chief complaint is of a primary, non-urgent, musculoskeletal origin. When a patient presents to the Emergency Department, they are initially triaged by a registered nurse and immediately directed to the physical therapist for assessment of appropriateness followed by evaluation and treatment by the physical therapist. The plan of care is approved by an attending physician prior to discharge.

*"The views expressed are those of the presenters and do not reflect the official views or policy of the Department of Defense or its Components"*



## Results

From June to November the average "Doc to Door" for musculoskeletal patients with a physical therapist present was 73 minutes (1:16). This is the time from initial contact with a provider to the discharge of the patient. The average "Doc to Door" time for the sum of all patients was 87 minutes (1:27). This is an average of time difference of 14 minutes over the course of six months with the physical therapist working within the emergency department during that time period.

More specifically, during the duty hours with physical therapy present the average "Doc to Door" for musculoskeletal patients was 73 minutes (1:16). The average "Doc to Door" time for all patients (non-duty hours for physical therapy) was 87 minutes (1:27). This is an average difference of 14 minutes from initial contact by a provider to discharge with physical therapy present.

73% of our patients were referred to physical therapy. Of those, 53% scheduled with an average wait time of 15 minutes to 1<sup>st</sup> appointment. Some patients were seen 2-3 hrs after ED visit. This improved from the average wait time of 4-6 hrs after ED visit. This improved access to care following referral from Primary Care resulted in substantial reductions in healthcare utilization.

## Conclusion

Implementation of physical therapists in the Emergency Department may have a cost and time savings, including improved patient outcomes, decreased length of stay, and decreased opioid prescription.