



CITY OF ANNISTON, ALABAMA

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REGIONAL MEDICAL CENTER ACHIEVES REMARKABLE IMPROVEMENTS IN EMERGENCY CARE

ANNISTON, AL -- The City of Anniston is proud to highlight the impressive strides made by the **Regional Medical Center (RMC)** following its transition of services with RMC Stringfellow Campus earlier this year. While RMC Stringfellow Campus remains open for outpatient procedures and ambulatory care, the transition of Emergency services to RMC Anniston has led to a **36% increase** in daily emergency visits. RMC’s commitment to streamlining delivery of care for our community is demonstrated in the following key improvements since July 19, 2024:

Faster Care Delivery:

- **28%** reduction in the average “door-to-provider” wait time.
- **40%** decrease in “door-to-bed” wait time.

Enhanced Patient Experience:

- **33%** drop in the number of patients leaving without being seen.
- **19%** reduction in the average length of stay for discharged patients.

Streamlined Operations:

- Transfers to other facilities have been reduced by nearly **8%**, ensuring more patients receive the care they need locally.

In addition to these operational improvements, RMC has seen significant gains in **patient satisfaction:**

- **114% increase** in net promoter score, meaning likelihood of patient recommending RMC
- **20% increase** in satisfaction with team explanation
- **37% increase** in satisfaction with wait time
- **27% increase** in satisfaction with quality of care
- **29% increase** in satisfaction with time spent with providers

These successes are the result of RMC’s targeted initiatives, including increased staffing, the introduction of 24-hour triage flow nurses, and the establishment of additional treatment zones. The implementation of a “**Fast Track**” area has allowed lower-acuity patients to be treated and discharged more quickly, while higher-acuity patients receive the focused attention they require.

RMC has also prioritized behavioral health services by initiating daily rounds with a psychiatric nurse practitioner, ER leadership, and administration to facilitate timely admissions, discharges, and transfers. Furthermore, the hospital has introduced a Patient Advocate Program to enhance communication and patient satisfaction.

These advancements reflect RMC’s dedication to improving emergency care for all residents, ensuring timely and effective treatment even during periods of increased demand. The City of Anniston commends the leadership and staff of RMC for their commitment to delivering exceptional healthcare and fostering a healthier, stronger community.

About The Health Care Authority of the City of Anniston

- The Health Care Authority of the City of Anniston (RMC) is the premier regional healthcare provider for a five-county service area in northeast Alabama. With a total of 463 inpatient beds located at its Northeast Alabama Regional Medical Center and Stringfellow Campus, and numerous outpatient facilities, urgent care and specialty clinics, RMC is the region’s leading provider of choice. More than 1,900 employees, 300 volunteers and over 200 physicians, who represent a full range of medical specialties – including cardiac, women’s, orthopedics, oncology and emergency services – provide state-of-the-art healthcare to patients with integrity, skill and compassion. Learn more at www.rmccares.org.

