



# Emergency Department Response Capacity in Times of Crisis: A Case study of a Private Hospital in Western Provinces of the Country

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## ABSTRACT

**Introduction:** The current research aimed to evaluate strategies for improving the emergency department (ED) capacity at a private hospital in one of the Western Provinces of Iran. The focus was enhancing the overall efficiency of the hospital in responding to high-mortality disasters. The goal of identifying and implementing effective methods is to equip the hospital to handle such critical situations better.

**Methods and Materials:** This descriptive study was conducted in a Private hospital in 2023. Indices such as mean percentage of occupied beds in ED, triage status, bed turnover interval, and the number of patients discharged from emergency or disposition to other wards in 4-6 hours were determined. Then, according to the number of beds in the hospital, the number of outpatients, critically ill patients, and those in need of critical care were examined. Finally, the possibility of reverse triage was evaluated, and the number of patients who could be discharged was calculated.

**Results:** The total number of admitted patients in 2023 was 27,526, 23,873 of which were outpatients, and 3,653 needed emergency services. ED admissions in 2023 included 10% of acute internal patients and 90% of sub-acute patients. The most extended stay based on the status of patients belonged to acute internal patients, with a mean of 34.3 hours length of stay. The total number of available emergency beds has been currently six. In contrast, based on the number of patients admitted and discharged in 2023, the average emergency bed occupancy rate was 60.3%.

**Conclusion and Discussion:** The findings of this study underscore the critical importance of increasing the capacity of emergency department at a private hospital in one of the Western Provinces of Iran. In summary, the data sheds light on the complexity of patient admissions and the utilization of emergency beds. It serves as a foundation for informed decision-making and resource allocation to meet the diverse healthcare needs of the patient population. Continuing monitoring and analysis of patient admission patterns will ensure that healthcare facilities are equipped to provide timely and effective emergency care.

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