

Improving Rural Emergency Care Through Pay-for-Performance



OVERVIEW

Aspirus Keweenaw Hospital, a rural Critical Access Hospital in Michigan's Upper Peninsula, faced challenges with provider alignment, burnout, and inconsistent emergency department performance. Hospital leadership partnered with Wapiti Medical Staffing to improve consistency in care delivery and patient experience.

By 2024, the hospital ranked in the top quartile for ER patient satisfaction across the Aspirus Health system.

KEY CHALLENGES

- Reliance on locum tenens staffing
- Misalignment across provider types
- Inconsistent performance expectations
- Burnout from coverage gaps
- Difficulty maintaining consistent patient experience

SOLUTION

Wapiti Medical Staffing partnered with hospital leadership to implement a Pay-for-Performance (P4P) staffing model that aligned employed clinicians and locum providers. A focused set of performance metrics, tracked through their internal patient experience management platform, gave leadership clear visibility into the performance of both individuals and teams. These standards were built into onboarding, scheduling, and daily operations, creating consistency without requiring additional administrative infrastructure.

RESULTS

Improved patient experience

ER patient satisfaction increased from 60% to 73%.

Top system performance

Ranked in the top quartile across the Aspirus Health system for patient satisfaction.

Greater consistency

Reduced month-to-month performance variation.

Stronger team alignment

Improved collaboration across providers, nursing, and leadership.



60% → 73%
Patient Satisfaction



Top quartile ranking
System Performance

FINAL TAKEAWAY

Performance improved because expectations were consistent across all providers, regardless of role or assignment type. That consistency reduced variation between shifts and led to a more reliable patient experience.

CONNECT WITH US

Explore how a Pay-for-Performance staffing model could support your facility:

Wapiti Medical Staffing

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