

Enterprise Throughput Performance Improvement Consulting

Optimizing patient flow and engagement across the care continuum

Increasing throughput requires a comprehensive enterprise-wide perspective to help organizations optimize patient flow from the first point of access through each transition in care. An effective balance between supply and demand for beds and services coupled with strong care coordination is critical to reduce inefficiencies that impact timely care and support improved outcomes. Philips consultants apply an orchestrated set of interventions at multiple levels of the enterprise, engaging with patients and staff to co-create sustainable solutions.

A phased approach

Our clinical consultants work to uncover imbalances between existing supply and demand. We effectively use data to quantify the current state, map the experience, and develop solutions to build flexibility and resilience.

Data analysis: Analyze metrics associated with patterns of inflow, patient volumes and throughput events to determine the impact on resource capacity.

Assessment: Review the current flow to uncover strengths, inefficiencies, and gaps in care coordination for a deeper recognition of bottlenecks that impede flow.

Opportunities: Identify initiatives for improved access, better communication and multidisciplinary collaboration, greater predictability during surges, and data driven decision-making to predict and manage constraints.

Implementation: Facilitate stakeholder workgroups to optimize future state, enhance flow, create data awareness and processes, and embed sustainable practices.

Benefits

- Optimize patient placement to enhance timeliness and quality of care
- Improve predictability of service demand matched to available capacity
- Minimize delays and inefficient workflows for better patient and staff satisfaction
- Proactively manage delays with increased patient progression transparency

Proven results*

Our experienced clinical consultants have helped clients achieve sustainable results:

- Reduction in geometric mean length of stay
- Decrease in emergency department, critical care, and post-anesthesia care unit boarding times
- Improvement in patient satisfaction scores
- Enhancement of patient flow

Learn more

Through collaborative and people-focused engagements, Philips can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients. For more information, please visit www.philips.com/healthcareconsulting.