

ED Performance Improvement Consulting

Improving efficiency and performance in the emergency department

Philips ED Performance Improvement Consulting services provide strategic guidance and hands-on implementation support focused on ED process redesign and daily performance management.

Engagements have helped clients improve ED performance along with patient and staff satisfaction. Our nationally-recognized ED consultants bring decades of experience and commitment in implementing effective and sustainable change for emergency care.

Key benefits

- Comprehensive ED assessment, followed by phased approach to improve day-to-day operations
- Recommendation of initiatives to streamline care processes for increased efficiency and throughput
- Focus on increasing patient, staff, and physician satisfaction
- Demonstrated results of improved ED performance

Typical client needs

Hospitals are looking to address issues which impact overall revenue and patient satisfaction scores. For the ED, the typical goal is to reduce ED costs, improve efficiency, and increase throughput capacity. Often the focus is on key performance metrics such as left without being seen (LWBS), arrival-to-triage, and length of stay (LOS).

An innovative approach

Our consultants become part of the ED team, collaborating with leadership and staff to provide a strategic approach with hands-on implementation support.

Assessment: Based on data analysis, an assessment of current processes is completed including stakeholder interviews, observations, and a gap analysis of key performance measures.

Project planning: A governance structure is recommended, patient flow and transitions reviewed, strategies and metrics prioritized, and work teams established to analyze processes.

Implementation: Our consultants assist staff-led work groups to design and test several change scenarios, implement new processes, and embed sustainable change.

Executive summary: The program initiatives with results, impact on staff engagement and patient satisfaction, and long-term plans for ongoing success are presented to management.

Proven results

Philips has a legacy of delivering strong ED performance improvement results including:

- 85.3% reduction in left without being seen (LWBS) and implementation of middle-trac processes at St. Mary Medical Center
- 87.0% reduction in arrival-to-room and 169% improvement in direct bedding at FirstHealth Moore Regional
- 87.5% reduction in arrival-to-triage and delivery of custom analytics dashboard at McLeod Health Clarendon
- \$380,000+ in additional annual collectable revenue generated from a 55.8% reduction in LWBS at Connecticut Children's

Learn more

Through collaborative and people-focused engagements, Philips Healthcare Transformation Services 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.