



# Critical care optimization consulting

## Improving efficiency and patient throughput in the ICU

Philips critical care optimization consulting provides strategic guidance and hands-on implementation support focused on clinical process efficiencies, workflow optimization and bed management.

Our consultants work with an intensive care unit (ICU) to identify operational inefficiencies and recommend opportunities to improve workflow, scheduling processes and staff efficiency. The goal is to improve patient throughput and staff satisfaction as well as smooth transfers to and from other care departments.

### A collaborative approach

Using our innovative design thinking methodology CoCreate, our consultants work together with you and your stakeholders to create a preferred future state.

**Assessment:** Our consultants start with an assessment of current processes that includes data analysis, stakeholder interviews, observations and a gap analysis of key performance measures.

**Patient experience review:** Creation of the patient journey in which patient flow, transfers to other department and patient insights are included. The patient journey is visualized in a flow map that identifies opportunities for improvement.

**Recommendations:** In co-creation workshops, we work with your clinical and management teams to provide prioritized recommendations that increase clinical process efficiency, patient throughput and are focused on patient experience and staff satisfaction. New processes are tested and validated, or changed if necessary.

**Implementation:** Our consultants can assist in implementing new processes and embedding sustainable change management programs within your department.

### Benefits

- Increased clinical process efficiency and enhanced transfers between care environments
- Improved patient throughput via workflow optimization
- Improved bed management
- Improved staff collaboration and engagement across departments to support sustainable change

### Proven results

With healthcare technology knowledge combined with clinical expertise, our consultants helped clients achieve sustainable results:

- Optimized bed booking process and overall bed management
- Optimized patient flows that helped reduce the length of stay
- Improved physician-nurse communication
- Improved staff satisfaction

### 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](http://www.philips.com/healthcareconsulting).