



# ED optimization consulting

## Improving efficiency and performance in the emergency department

Philips ED optimization consulting provides strategic guidance and hands-on implementation support focused on key performance metrics such as arrival-to-triage and patient throughput by addressing ED process redesign and daily performance management.

Engagements help clients improve ED performance along with patient and staff satisfaction. Our consultants bring experience and commitment in implementing effective and sustainable change for emergency care.

### A collaborative approach

Using our innovative design thinking methodology CoCreate, our consultants work with leadership and staff, and provide hands-on implementation support.

**Assessment:** Based on data analysis, an assessment of current processes is completed including stakeholder interviews and 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.

**Recommendations:** Collaborating with clinical and management teams, we provide prioritized recommendations to increase clinical process efficiency and staff utilization.

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

### 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

### Proven results

With clinical process expertise, our consultants helped clients achieve sustainable results:

- Improved arrival-to-triage waiting time
- Improved triage speed
- Reduced patient transfer time
- Reduced patient waiting time

### 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).