

# ACUTE CARE

## SERVICES CONSULTING

*Balancing  
quality  
and cost  
of care*



**SULLIVAN  
LAKIER  
GROUP**

*Producing Results*

Toll Free:  
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Sullivan Lakier Group has extensive consulting experience in inpatient acute care departments. Our consultants are seasoned nurses who are willing to roll up their sleeves and partner with you to improve your organization's Acute Care Services, including general medical-surgical units as well as specialty units like neuroscience, oncology, orthopedics, cardiac, etc.

Our consulting services range from full assessments and implementation efforts to specific focused improvement projects. For a full assessment, we evaluate all facets of your current operations and processes. This effort enables us to identify the underlying causes of problems and the strategies needed to resolve them so that our clients can realize sustained improvements. For a targeted project, we work in a focused manner to achieve your goals in a specific area while ensuring full integration with other related functions and services. We work to ensure that your goals are met in the short term and more importantly that those gains are sustained. We offer implementation support at the level you need rather than a canned approach. Sullivan Lakier Group appreciates the uniqueness of each unit and the value each one brings to the organization as a whole. We have designed our consulting services to ensure we are able to help you with whatever your unique issues and needs might be.

*Additional Services >>*

## **BENEFITS OF OUR ACUTE CARE CONSULTING SERVICES**

We will work with you to achieve desired results such as:

- Increased patient satisfaction
- Increased staff and physician satisfaction
- Improved efficiency and productivity
- Improved staff resources and availability
- Efficient and effective delivery of patient care
- Improved patient flow
- Increased staff competency
- Improved quality outcomes

## **OUR APPROACH**

We utilize a four step process in our consulting which is tailored to the level of support you need. These four steps typically are as follows:

1. Evaluate your acute care services or specific areas identified and make recommendations for improvement
2. Develop an action plan to guide the improvement work for either your team or a combined hospital-consultant team
3. Provide project leadership or hands-on support for implementation as needed
4. Provide an operations dashboard and training that allows the organization to monitor progress and ensure the gains are maintained.



## **KEY AREAS**

The areas of focus for an Acute Care Services assessment typically fall into the following categories:

- Organizational structure
- Nurse/Physician relationships
- Business development
- Physical environment
- Regulatory Compliance
- Productivity and staffing
- Patient flow
- Models of care
- Patient care delivery systems
- Customer service
- Support services
- Staff orientation and training
- Staffing and scheduling