

CLINICAL PROCESS

IMPROVEMENT CONSULTING

*Balancing
quality
and cost
of care*



**SULLIVAN
LAKIER
GROUP**

Producing Results

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The IOM has challenged all hospitals to “radically transform the health care system and related policy environment in order to close the chasm between what we know to be good quality care and what actually exists in practice”. In order to meet this challenge, hospitals must evaluate and where appropriate, redesign their clinical processes. The Sullivan Lakier Group is a national consulting firm with significant experience in helping improve your clinical processes in order to optimize patient, physician, and staff satisfaction and patient outcomes. Our consulting approach takes into consideration your organization’s unique needs and goals, whether it be to redesign clinical processes system-wide or a focused project for a specific department/service. In either case, the SLG consulting experts work in partnership with members of your organization’s team to identify current processes to be improved, analyze causative factors, develop plans for improvement, implement changes, monitor outcome metrics, and sustain success.

Additional Services >>

BENEFITS OF OUR CLINICAL PROCESS IMPROVEMENT CONSULTING SERVICES

The impact of redesigning clinical processes can be significant including:

- Improved patient, physician, and staff satisfaction
- Improved care delivery systems
- Improved patient flow and access to care
- Increased care provider knowledge
- Increased patient safety
- Improved documentation and communication
- Enhanced care delivery efficiency
- Decreased errors and injuries
- and more . . .

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 overall clinical processes 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 a clinical processes improvement effort typically fall into the following categories:

- Case Management
- Utilization Management
- Patient Flow
- Access to Care
- Patient Safety
- Patient Satisfaction
- Patient Transportation
- Clinical Standardization
- Clinical Documentation
- Medication Administration
- Clinical Outcome and Quality Improvement
- Medical Staff and Nursing communication and collaboration
- Interdepartmental Communication and Collaboration
- Physician and/or Staff Satisfaction
- Supply and equipment availability and access
- Coordination of services and continuity of care
- Handoff's between departments and amongst staff
- Healthcare provider knowledge of approved clinical processes
- Ability and authority of all health care providers to identify and "fix" clinical processes