

# CRITICAL CARE

## SERVICES CONSULTING

*Balancing  
quality  
and cost  
of care*



**SULLIVAN  
LAKIER  
GROUP**

*Producing Results*

Toll Free:  
866-747-4200  
[www.sullivanlakier.com](http://www.sullivanlakier.com)

Effective and efficiently managed critical care units are essential for providing care to the complex and critically ill patient. Sullivan Lakier Group has extensive experience in Critical Care consulting. Our consultants are experienced nurses who are willing to roll up their sleeves and partner with you to improve your organization's critical care services and outcomes.

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.

*Additional Services >>*

## BENEFITS OF OUR CRITICAL CARE SERVICES CONSULTING

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 entire critical 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 and ensure the gains are maintained.



## KEY AREAS

The areas of focus for a Critical Care Services assessment typically fall into the following categories:

- Organizational structure
- Nurse/Physician relationships
- Quality improvement initiatives
- Physical environment
- Regulatory Compliance
- Documentation
- Patient flow
- Model of care
- Patient care delivery systems
- Customer service
- Support services
- Staff competency
- Staff orientation and training
- Staffing and scheduling
- Equipment and supply acquisition