

EMERGENCY

SERVICES CONSULTING

*Balancing
quality
and cost
of care*



**SULLIVAN
LAKIER
GROUP**

Producing Results

Toll Free:
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The Sullivan Lakier Group is a national leader in Emergency Services Consulting. Our consultants are experienced nurses who are willing to roll up their sleeves and partner with you to improve your organization's Emergency Services.

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.

The Emergency Department is a major entry point for admissions in most hospitals. The Sullivan Lakier Group understands the value these services bring to your organization. We have designed our emergency services consulting services to ensure we are able to help you with your hospital's unique needs.

Additional Services >>

BENEFITS OF OUR EMERGENCY SERVICES CONSULTING

We will work with you to develop and implement strategies that will result in:

- Decreased length of stay
- Improved processes and throughput
- Improved satisfaction of patients, physicians and staff
- Improved patient and work flow
- Improved staffing and scheduling to match patient peak volumes
- Improved regulatory compliance
- Improved documentation
- Enhanced inventory management
- Achieve cost savings
- Improve working relationships between nursing and physicians
- Operational Dashboard

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 Emergency Service 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 Emergency Services assessment typically fall into the following categories:

- Organizational Structure
- Throughput
- ED Physician Structure
- Patient Flow
- Physician Relationships
- Workflow
- Business Development
- Process Improvement
- Productivity and Labor Management
- Levels of Care
- Staffing and Scheduling
- Patient Holding
- ED Case Management
- Physical Environment
- System Implementation
- Regulatory Compliance
- Documentation
- Roles and Responsibilities
- Fast Track and Holding Services
- Patient Safety
- Leadership
- Coaching