

# NURSING OPERATIONS

## CONSULTING

*Balancing  
quality  
and cost  
of care*



**SULLIVAN  
LAKIER  
GROUP**

*Producing Results*

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Sullivan Lakier Group has placed special emphasis on our nursing consulting services. We believe in using nurse consultants for nursing projects. We utilize highly experienced RN's so we can tackle any needs you have with insight and expertise. Our skilled nurse consultants roll up their sleeves to help you both strategically and pragmatically improve your hospital operations. Listed are some of the areas of specialty. However, our overriding goal is to provide whatever support you need to meet your unique nursing challenges.

*Additional Services >>*

## **BENEFITS OF OUR NURSING OPERATIONS CONSULTING SERVICES**

We will work with you to develop and implement strategies to markedly improve:

- Operational efficiency and effectiveness
- Budget performance
- Delivery and quality of care
- Standardization
- Customer service
- Staff, and Physician satisfaction
- Compliance to regulatory standards and patient safety requirements
- Nursing documentation
- Nursing resources and availability
- Staff competencies
- Working relationships with ancillary and support departments
- Communication and working relationships between nursing and physicians

## **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 nursing operations 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 nursing operations assessment typically fall into the following categories:

- Organizational structure
- Nursing unit(s) operations
- Business development
- Models of Care
- Patient care delivery processes
- Patient flow across nursing units
- Work flow across nursing units
- Nursing Documentation
- Medication administration
- Staffing and Scheduling
- Staffing resources
- Staff competencies
- Orientation and training
- Nursing Policies and Procedures
- Standards of care
- Support department resources and processes
- Nurse/Physician relationships