

OPERATIONS

IMPROVEMENT PROGRAMS

*Balancing
quality
and cost
of care*



**SULLIVAN
LAKIER
GROUP**

Producing Results

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Hospitals are among the most complex organizations in the business world. Individual departments can be extraordinarily difficult to manage and the coordination of dozens of hospital services can sometimes feel overwhelming. The Sullivan Lakier Group brings unparalleled expertise to the hospital operations arena – our consultants possess literally decades of experience. The Sullivan Lakier Group provides Operations Improvement services that enable you to provide the highest quality patient care at the lowest possible price - maximizing value for your patients. Our programs can be hospital-wide or department-specific - we tailor our approach to address each client's needs. We can assist you with an operations "turnaround" or a "tune-up".

We perform thorough assessments of the factors that drive operational efficiency and effectiveness, identify areas for improvement, establish realistic improvement targets, develop detailed corrective action plans and assist you in the implementation of those plans. We work hand-in-hand with your managers and administrative team each step of the way to ensure buy-in throughout the organization. We assist you through implementation to make sure that we achieve those targets and maintain those hard-fought gains.

Additional Services >>

BENEFITS OF OUR OPERATIONS IMPROVEMENT PROGRAMS

- Improved quality throughout the organization
- Enhanced service levels
- Streamlined intra- and interdepartmental operations
- Increased patient, physician, and staff satisfaction
- Improved patient care
- Reduced labor costs/improved productivity
- Reduced supply costs
- Increased capacity
- Removal of operational “silos”
- Right sized work force
- Enhanced regulatory compliance
- Elimination of redundant work
- Elimination of bottlenecks
- Enhanced patient flow
- Enhanced work flow
- Improved utilization of automation and technology
- Streamlined budgeting processes
- Monitoring tools that provide timely, meaningful and accurate reports

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 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

- Hospital-wide or department specific operations
- Quality of care improvement
- Efficiency and effectiveness of services provided to patients, patient care givers, and to other departments
- Adoption of “Lean Management” techniques
- Having the right people, in the right place, at the right time
- Maximizing hospital and departmental capacity
- Streamlining patient flow
- Maximization of automation and information technology
- Interdepartmental communication, integration and support
- Communication and coordination within a department between physicians, clinical and support staff
- Implementation of “best practices”
- Benchmarking and establishment of performance targets
- Installation of performance “dashboards” and other monitoring tools
- Scheduling of services and staff
- Improving paper and information flow