

# PATIENT FLOW

## CONSULTING

*Balancing  
quality  
and cost  
of care*



**SULLIVAN**  
**LAKIER**  
**GROUP**

*Producing Results*

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As many hospitals struggle with under-capacity and over-utilization of service, optimizing patient flow has become imperative. The process of moving the patient smoothly through the acute care system, admission to discharge, impacts patient, staff, and physician satisfaction, quality of care, and cost. The Sullivan Lakier Group offers experience and expertise in helping hospitals improve patient flow and ultimately increase satisfaction, improve quality, ensure hospital regulatory compliance, reduced cost, and enhance revenue.

*Additional Services >>*

## BENEFITS OF OUR PATIENT FLOW CONSULTING SERVICES

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

- Decreased admission delays
- Decreased ED LOS
- Decreased use of hall beds
- Match bed and staff availability with demand
- Minimize variation
- Match staff competency with patient needs
- Enhanced regulatory compliance
- Increased patient satisfaction
- Decreased patient inter and intradepartmental transfers
- Improved communication between departments and staff concerning patient care

## 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 patient flow process and system 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 patient flow assessment typically fall into the following categories:

- Inpatient admission process (all points of entry)
- Emergency Department
- ED Fast Track/Urgent Care
- Outpatient admission process
- "Overflow" and "Holding" areas
- Accommodation codes
- Inter and intradepartmental transfers and communication
- Changes in levels of care
- Case Management
- Outpatient services and impact on patient flow
- Discharge planning process
- Capacity and demand by peak volume times and services required