

# PRODUCTIVITY

## IMPROVEMENT PROGRAMS

*Balancing  
quality  
and cost  
of care*



**SULLIVAN  
LAKIER  
GROUP**

*Producing Results*

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Labor is the single largest cost for a hospital, and the most controllable. Tight control of your labor resources is critical to the financial success of any organization. The Sullivan Lakier Group brings unparalleled expertise to the hospital productivity arena – our consultants possess literally decades of experience. We have consultants that possess broad hospital operations expertise and are supported by specialist consultants expert in particular fields. The Sullivan Lakier Group utilizes a “lean management” approach that enables you to provide the highest possible patient care at the lowest possible price - maximizing value for your patients. Our productivity improvement programs can be hospital-wide or department-specific - we tailor our approach to address each client’s needs. We can assist you with a productivity “turnaround” or a “tune-up”.

*Additional Services >>*

## **BENEFITS OF OUR PRODUCTIVITY IMPROVEMENT PROGRAMS**

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

- Reduced labor costs
- Streamlined operations
- Right sized work force
- Realistic staffing targets
- Improved staffing and scheduling practices
- Streamlined budgeting cycle
- Monitoring tools that provide timely, meaningful and accurate reports
- Reduced premium pay
- Increased employee satisfaction

## **OUR APPROACH**

We perform thorough assessments of the factors that drive productivity, develop realistic, achievable staffing targets, identify areas for improvement, 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 stick around to make sure that you achieve those targets and maintain those hard fought gains.



## **KEY AREAS**

The areas of focus for productivity improvement typically fall into the following categories:

- Complete a thorough assessment of each department's internal operations
- On nursing units, evaluate the complexity of the patients, patient needs, and staff expertise
- Evaluate support systems and interdepartmental factors
- Benchmark the department against high performing peers
- Establish a balance between cost, quality, and service expectations
- Develop realistic short and long term, volume-based labor targets
- Develop staffing plans and, on nursing units, staffing grids
- Develop detailed recommendation to achieve staffing targets
- Work with staff, management and administration to achieve buy-in on the targets and recommendations
- Install daily and biweekly productivity reports, as needed
- Install balanced score card, as needed
- Develop detailed implementation plan
- Assist management and administration with implementation