



ED Optimization Services

Improving efficiency and performance in the Emergency Department

Philips ED Optimization Services provide strategic guidance and hands-on implementation support focused on ED process redesign and daily performance management.

Engagements help clients improve ED performance along with patient and staff satisfaction. Our consultants bring experience and commitment in implementing effective and sustainable change for emergency care.

Key benefits

- Comprehensive ED assessment, followed by phased approach to improve day-to-day operations
- Recommendation of initiatives to streamline care processes for increased efficiency and throughput
- Focus on increasing patient, staff, and physician satisfaction
- Demonstrated results of improved ED performance

Typical client needs

Hospitals are looking to address issues which impact patient waiting times, staff fulfillment and patient experience. For the ED, the typical goal is to reduce patient waiting times, increase throughput time and ultimately reduce costs. Often the focus is on key performance metrics such as arrival-to-triage and length of stay (LOS).

An innovative approach

Collaborating with leadership and staff, our consultants provide a strategic approach with hands-on implementation support.

Assessment: Based on data analysis, an assessment of current processes is completed including stakeholder interviews and observations, and a gap analysis of key performance measures.

Project planning: A governance structure is recommended, patient flow and transitions reviewed, strategies and metrics prioritized, and work teams established to analyze processes.

Implementation: Our consultants assist staff-led work groups to design and test several change scenarios, implement new processes, and embed sustainable change.

Executive summary: The program initiatives with results, impact on staff engagement and patient satisfaction, and long-term plans for ongoing success are presented to management.

Proven results*

Our consultants can help deliver ED performance improvement results including:

- Improvement in arrival-to-triage waiting time
- Improvement in arrival-to-room waiting time
- Improvement in overall ED length of stay (LOS)
- Improvement in overall patient waiting time

Learn more

Through collaborative and people-focused engagements, Philips Healthcare Consulting Services can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients.

For more information, please visit www.philips.com/healthcareconsulting.