

ED Blueprint *for Success™*



MISSION:

A comprehensive assessment of Emergency Department policies, procedures and processes with a step-by-step implementation blueprint to achieve a breakthrough in patient satisfaction

DELIVERABLES:

- ▶ Consultation on an Emergency Department Best Practice Gap Analysis
- ▶ Documentation review to assess current culture, understanding and commitment of organization to increased patient satisfaction
- ▶ 1.5 days on-site to conduct focus groups, stakeholder interviews, and ED discovery shopping to assess areas for process improvement
- ▶ Customized post-assessment blueprint outlining operational improvement opportunities
- ▶ Two complimentary HealthCare Service Excellence Conference Registrations

YOU WILL LEARN HOW TO:

- ▶ Collaborate with the CLS Implementation Specialist to conduct an objective, comprehensive assessment of current ED policies, procedures and processes
- ▶ Engage ED staff, management and physicians to constructively contribute in identifying barriers and corresponding opportunities for improvement
- ▶ Utilize a systematic assessment of key ED operating and financial metrics in order to target opportunities for rapid-cycle improvement
- ▶ Effectively utilize the CLS external coach's recommendation and successfully implement an action plan to significantly reduce throughput time and enhance the patient's experience
- ▶ Network with ED management from other CLS hospitals and share best practice experiences at the annual HealthCare Service Excellence Conference

EMPOWERED LEADERS SAY IT BEST:

“Awareness in some areas I never stopped to think about. Really gives you a reality check & awareness of patient/employee care & respect.”

– Steve Gouett, Emergency, Sudbury Regional Hospital



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Action Responsible Focus

Pre-Visit	Pre-Onsite Visit Planning, Document Review & Assessment™ 3 weeks in advance	<ul style="list-style-type: none"> • Nurse ED Director • CNO/VP Patient Services • Visit coordinator 	<ul style="list-style-type: none"> • CLS gathers data to assess the current environment, determine the level of understanding and commitment to service excellence throughout the organization, and guide the customization of improvement process • Pre-Visit planning session to develop a shared understanding of goals and leadership commitment to achieve increased patient satisfaction in the emergency department
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On-Site Visit	Senior Management Team Briefing 60 mins.	<ul style="list-style-type: none"> • Senior Management Team 	<ul style="list-style-type: none"> • Briefing Senior Management Team of process overview and seeking insights on what's working and what needs improvement
	Custom Learning Systems ED Improvement Approach 30 mins.	<ul style="list-style-type: none"> • ED Management • Senior Management 	<ul style="list-style-type: none"> • Overview/education on CLS's ED Improvement Process
	Focus Group #1 & #2 60 mins.	<ul style="list-style-type: none"> • ED Employees (includes registration, lab, radiology and other ancillary staff directly related to ED) • This session should run twice to accommodate as many ED staff as possible 	<ul style="list-style-type: none"> • Determine perceptions of what is going well relative to customer service, what employees believe would be ideally right and where service gaps and obstacles occur.
	Medical Staff Assessment 60 mins.	<ul style="list-style-type: none"> • ED Medical Director • ED Physicians 	<ul style="list-style-type: none"> • Solicit input from ED Physicians as to issues, barriers and opportunities for improvement
	ED Discovery Shopping TBA	<ul style="list-style-type: none"> • CLS Coach 	<ul style="list-style-type: none"> • Dedicated time spent in the Emergency Department to observe and document specific processes and interactions that take place, based on information from the assessment and the document review
	Focus Group #3 60 mins.	<ul style="list-style-type: none"> • ED Nurse Management 	<ul style="list-style-type: none"> • Elicit ED Nurse Managers' views and observations with respect to process challenges and opportunities within the Emergency Department
	ED Improvement Team Review 60 mins.	<ul style="list-style-type: none"> • Leaders of (current) ED Improvement Team Initiatives 	<ul style="list-style-type: none"> • Review of any current or past ED improvement team projects (i.e. throughput, patient flow, etc.)
	Exit Conference 30 mins.	<ul style="list-style-type: none"> • Senior Management Team and others as appropriate 	<ul style="list-style-type: none"> • Debrief on assessment activities and findings, brief overview of next steps

Post Visit	Blueprint Action Plan & Debrief As Required	<ul style="list-style-type: none"> • CLS Coach 	<ul style="list-style-type: none"> • Production of comprehensive, customized blueprint targeting specific operational improvement opportunities • Debrief CEO, CNO and (ED Management) on recommended Blueprint action plan along with timetable and required resources
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Bonus	HealthCare Service Excellence Conference™ October	<ul style="list-style-type: none"> • Two Selected leaders 	<ul style="list-style-type: none"> • Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes
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