There are seven key components to effectively driving operational excellence in the ED. It’s important to note that they are both interrelated and sequential.

**Figure 1.2**

**Driving Performance in the ED**

- **Diagnose**
  - Assess
  - Techniques
  - Processes

- **Treatment**
  - Actions

- **Systems**
  - Tools
  - Skill Development

- **Teach**
  -

- **Validate**

- **Coach**

- **Reward**

It is key to diagnose the Emergency Department and implement tactics based on this diagnosis.