Understanding where your opportunities to improve specific metrics lie is key. But we also find that conducting a tabletop exercise to examine the current state of flow in the ED provides a valuable real-time opportunity for ED leaders to identify efficiencies and determine which flow model will be most effective in driving performance.

Essentially, Studer Group ED experts coach leaders through an exercise that “compresses” a 24-hour time period of actual patients seen in the ED into a four-hour period and then review the results. It looks something like this:

**Figure 3.7**

*Studer Group’s coach Dr. Dan Smith leads a team through a tabletop exercise to examine actual ED flow with real patients.*