SPECIALIZED EMERGENCY DEPARTMENT COACHING

Move your Emergency Department safety and quality from good to great with intensive coaching that improves operations, patient flow and service results.

APPROACH

Studer Group Emergency Department Expert Coaching includes:

A comprehensive assessment of:

- ED Operations
- Flow and Throughput Processes

- ED Principles and tactics built upon Studer Group’s successful Evidence Based Leadership™ model and Must Haves®

- Clear set of specific recommendations based on assessment findings

- On-site coaching to develop and implement a customized work plan to achieve and sustain agreed upon outcomes and sequencing for success, constructed in partnership with ED leadership

- As needed: speaking, small group presentations, leadership development sessions and “train the trainer” classes to assure education and understanding of tools and tactics necessary to transform your ED

RESULTS

Achieve and sustain Emergency Department specific results across key priority areas such as:

- Improve access and flow
  - Efficiently manage patient volumes, improve throughput and enhance patient flow.
  - Reduce overall length of stay
  - Reduce time to initial assessment, provider to disposition and disposition to discharge.
  - Reduce Left Without Being Seen

- Improve patient and family experience

- Increase employee and physician engagement

- Reduce employee turnover

- Improve alignment of the organization and emergency department goals

To learn more about Emergency Department Coaching, contact Bonnie Cochrane at bonnie.cochrane@studergroup.com.