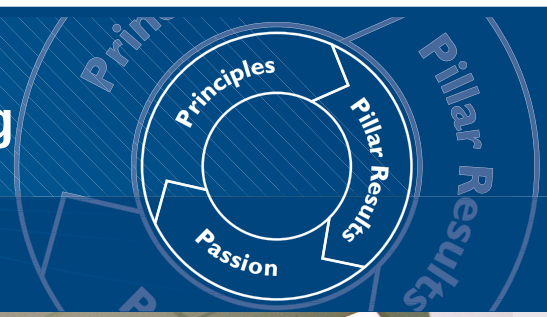


# Specialized Emergency Department Coaching

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



**StuderGroup**

## APPROACH

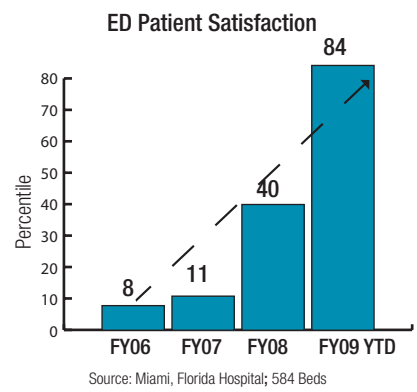
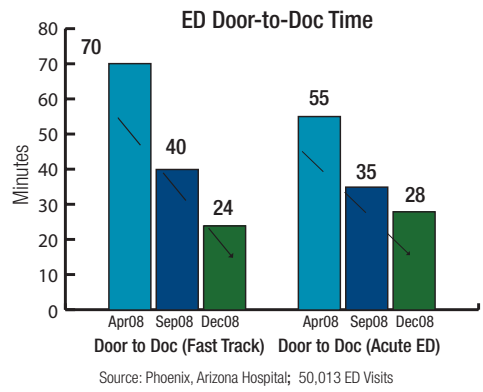
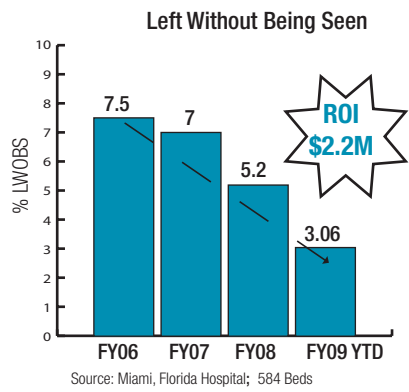
Studer Group Emergency Department Expert Coaching includes:

- ▼ A comprehensive assessment of:
  - ED Operations
  - ED Medical Staff
  - Flow and Throughput Processes
- ▼ ED Principles and tactics built upon Studer Group's successful Evidence Based Leadership<sup>SM</sup> model and Must Haves<sup>®</sup>
- ▼ Clear set of specific recommendations based on assessment findings
- ▼ On-site coaching to develop and implement a customized work plan to achieve 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 dramatic and wide-ranging faculty specific results across all pillars in 18-24 months

- ▼ Finance – lower "left without treatment" rates, higher upfront collections, improved hospital and physician revenue and less potential for litigation
- ▼ Growth – quicker access to timely care, higher patient revenue associated with new flow procedures, dramatically improved community preference for your ED and attending medical staff's perception of the hospital
- ▼ Quality – reduced door to doctor, doctor to disposition and disposition to discharge times and fewer unplanned returns to ED within 48 hours
- ▼ Service – higher patient satisfaction, stronger physician collaboration, and fewer patient complaints
- ▼ People – lower employee turnover, higher employee and physician satisfaction and lower overtime and agency costs



## NEXT STEPS

For more information on Studer Group Emergency Department Coaching, please call Marcie Rohleder at (972) 860-0552. For information on Studer Group coaching and speaking resources, institutes, software solutions, toolkits, books and other resources please visit [www.studergroup.com](http://www.studergroup.com)