



EMERGENCY DEPARTMENT ASSESSMENT

The Challenge:

The emergency department of our client, a small independent hospital in the Midwest, despite seeing 30,000 ED visits annually, is not profitable. The client is in the process of installing a new healthcare information system to replace the software that was built and maintained in a local engineer's garage. The CEO is new, the department director is new, the physician staffing group has new leadership and the nurse manager is new. They knew they had problems and asked for help in assessing and prioritizing the issues.

What we did:

An experienced consultant spent days, evenings and nights in the emergency department with the staff. We spent time in the hospital's admitting, laboratory, finance and inpatient units. Due to the newness of the healthcare information system, much of the data normally obtained by requesting a report from IT was not available. In order to get this important information, we manually obtained, collated and assessed the data to evaluate the emergency care, operations and revenue generation.

Outcome:

Santa Rosa Consulting was able to identify specific strategies for this client to implement in the emergency department that will result in an additional \$1.5 million in gross revenue, as well as improve patient care. The client CEO was pleased and stated that Santa Rosa Consulting not only met but exceeded his expectations.