



Operations Improvements

Delivering Transformational Results

Challenges

Healthcare providers today are facing continuous scrutiny regarding both their financial and operational performance. As the baby boomers age and the burden on our nation's healthcare system continues to grow, the need for providers to operate efficiently, effectively and safely has never been more critical.

Approach

Blum Shapiro Consulting provides three specific offerings to support a hospital's operational performance:

- JCAHO National Patient Safety Goals (NPSG)
- Patient Throughput Maximization
- Quick Start Process Improvement (QSPI)

For each of these three offerings, Blum Shapiro Consulting uses its unique AIM Business Transformation Methodology; Assessment, Implementation and Monitoring.

Offering

The spectrum of consulting services that Blum Shapiro Consulting offers to providers spans the healthcare continuum, but stems from our core consulting philosophy addressing the four main organizational cornerstones: strategy, operations, finance and technology. Blum Shapiro Consulting has deep competency in each of these key areas.



Business Need

Although there are countless operational areas within a healthcare facility that can be monitored and improved, Blum Shapiro Consulting has developed three solutions which maximize results within a compressed timeframe. A big picture perspective is a critical component of all operations improvements as hospital processes are complex and tightly interrelated.

NPSG – Each year new goals are added and published with the intent of improving patient safety. With unannounced JCAHO visits, clients must be prepared for compliance with all standards at any time.

Maximizing Patient Throughput – Frequently, there is overcrowding in the ED and inefficient patient flow across the organization. As a result, there is a lack of supporting technologies and processes to track metrics to enable efficiency.

QSPI – With the emergence of Consumer Directed Healthcare, patients are becoming more educated, discerning and sensitive to both quality and price. In-depth knowledge and understanding of quality improvement measures are needed.

Solutions

Blum Shapiro Consulting has three offerings, all with an estimated assessment timeline of 6-8 weeks.

National Patient Safety Goals (NPSG) solution:

- Assess compliance with current NPSG requirements
- Implement Best Practice process change to ensure NPSG compliance
- Monitor periodically to evaluate effectiveness

Maximizing Patient Throughput solution:

- Assess current state by evaluating People, Process and Technology
- Implement and recommend Best Practice process change
- Monitor and manage to support efficient patient throughput

Quick Start Process Improvement (QSPI) solution:

- Assess current state through data gathering and analysis
- Implement improved future state "To-Be" process
- Monitor and measure actual results

Benefits

Each of our operational solutions is designed to deliver maximum results within a limited timeframe.

NPSG will help to ensure compliance with JCAHO guidelines and deliver Best Practice recommendations to mitigate organizational risk.

Maximizing Patient Throughput will serve to improve throughput in the ED and overall patient satisfaction scores while identifying supporting technology to aid in tracking metrics and improving financial results.

QSPI will help to improve customer service to address the needs of the 'advanced' consumer by identifying process breakdowns and implementing Best Practices solutions.

Additionally, our AIM methodology is leveragable and once learned, can be applied to other hospital initiatives.

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