



# EMERGENCY DEPARTMENT THROUGHPUT EVALUATION

The Emergency Department (ED) is considered the front door of your hospital; this source of patients generates 30-45% of admissions and revenue for your hospital and ancillary services. Community standards estimate that a typical ED should be able to manage a range of 1,500 to 1,800 visits per hospital bed depending upon efficient patient throughput processes.

As emergency department consultants, QHR's focus is on immediate assessment of the situation at your ED specifically tailored to your hospital's individual needs, with solid, actionable recommendations for improvement. Our team of specialists have years of experience and can assist with both short term consultations and long term implementation assistance.

The QHR ED Throughput Evaluation addresses key ED practice management issues, such as:

- Patient Flow and Safety
- Customer Satisfaction
- Nurse Staffing Ratios
- Physician and Nurse Documentation
- Effective ED Triage
- Bed Capacity and Utilization
- Facility Coding
- JCAHO Preparedness

The program focuses on four operational and financial processes: revenue enhancement, patient triage, resource utilization, and performance monitoring.

## Outcomes:

- Improved facility documentation and charge capture increases reimbursements
- Changes to the triage process improves patient access to care
- A common vision statement establishes “best in practice” delivery of services, as well as helps you implement improvements in patient throughput
- A decision group is created to manage the operations of the department to help you sustain the improvements over time

## contact

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QHR provides consulting services, management support, operational turnaround, new hospital development, asset merger/lease sale assistance, education and training programs to healthcare providers and health systems nationwide.

