



HEALTHCARE PERFORMANCE PARTNERS™
Performance Improvement Consulting

Can your ED handle *emergencies*?

HPP'S TARGETED IMPROVEMENT CAN GUIDE YOU TO SOLUTIONS.



"We can't move enough people through the ED. We're so busy that **people are leaving without being seen.**"

"Our main competition is taking our patients. **Our patient satisfaction needs to rise significantly.**"

"Our ED and our hospital staffs aren't talking to one another. **We need to get patients in beds faster.**"

HPP has helped clients solve these issues before.

Let the HPP team assess your current situation. Our operational assessment techniques are drawn from many schools of process improvement to deliver a best practice solution for any case, any problem.

Not only will we help you identify solutions, we will help you implement them. Rapidly. *Call HPP today at 615.206.0701 to get started.*

"My organization needs to..."

Representative Outcomes

...raise patient satisfaction scores."



We have helped raise national satisfaction scores from the **bottom 10% to the top 10%**.

...reduce waiting and LWBS rates for our services."



An engagement resulted in peak ER patient **wait times reduced by more than 90 percent and LWBS by more than 80 percent**. Normal wait times dropped by more than 80 percent.

...improve our Joint Commission core measures in the ED."



Improved door-to-balloon compliance times, a Joint Commission core measure, from less than 50% to 70% and rising.

...improve the triage timeframe."



Assessments have led to **more than 75% reduction in time from ED entry to decision**.

...speed up getting patients into beds."



Engagements have **reduced the time needed for bed assignment by more than 50%**, subsequently raising patient satisfaction scores.



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