

ED Enhanced Interim Leadership

Providing leadership and helping improve performance through times of transition

Philips ED Enhanced Interim Leadership provides nationally recognized, highly experienced nurse leaders with vast expertise in ED operations and management.

Our consultants provide leadership during times of transition, help improve staff and operational performance, increase team collaboration and communication, and position new leadership for long-term success.

Key benefits

- Manages staff and day-to-day operations
- Identifies cost savings and manages department budget
- Helps staff transition to a culture of accountability and positive performance
- Recommends and supports implementation of performance improvement initiatives
- Models expected behaviors and guides staff on these behaviors

Typical client needs

EDs occasionally have gaps in leadership positions, whether a director has departed or moved within the organization, or leadership concerns. The absence of strong leadership can create organizational turmoil and a decline in operational performance.

Practices can become inconsistent, resulting in the misuse of high-cost resources. Retention of quality staff and patient satisfaction can be negatively impacted.

An innovative approach

Our interim leadership consultants become part of the ED team, collaborating with management and staff to provide strong team leadership, operational improvement guidance, and hands-on operational support.

Roles and communication review:

Roles and responsibilities are reviewed and potentially revised to improve staff utilization and satisfaction. Increased communication processes are implemented and expected behaviors are modeled.

Assessment and coaching: An ED assessment is completed and current team/committee structures are leveraged so that process improvement initiatives are agreed, staff-supported, and deployed. Our consultants will mentor and coach the leadership team and staff, fostering increased staff engagement and satisfaction.

Metrics review and reporting:

An 'ED Scorecard' is developed to capture and track key metrics and facilitate timely decision making. Executive reports are written to outline progress toward completing actions plans and advise any issues to address.

Proven results*

Philips has field-proven results of delivering strong ED interim leadership staffing with operational improvements. The below is a sample of results clients have achieved with the support of our interim leadership consulting:

- Restored staff morale and staff involvement
- 51.5% reduction in arrival-to-provider and 65% reduction in LWBS for \$567,000+ generated in additional collectable revenue at McLeod Health Clarendon Hospital, SC
- 79% reduction in LWBS, representing \$2.8 million increase in collectable revenue at a 350-bed community hospital
- Likelihood of recommending the ED increased 109% to the 88th percentile at a 408-bed community hospital

If you would like to request an ED Enhanced Interim Leadership proposal, please contact us at healthcare.consulting@philips.com.

Learn more

Through collaborative and people-focused engagements, Philips Healthcare Transformation Services can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients.

For more information, please visit www.philips.com/healthcareconsulting.