



ICU Performance Improvement Consulting

Increasing the efficiency and consistency of intensive care unit (ICU) processes

Caring for critically ill patients is complex, resource intensive, and expensive. Leveraging best practices can help improve workflow and operational efficiency, consistency in care delivery, patient throughput, and the patient experience. Philips clinical consultants provide strategic guidance and hands-on implementation support to review the end-to-end patient experience, assess current processes and selected metrics, and recommend opportunities for performance improvement.

A phased approach

Our clinical consultants help integrate people, processes, technology, and culture to identify and implement changes to enhance the ICU patient experience.

Data analysis: Collect and analyze selected metrics/KPIs and data (e.g. alarms, noise, etc.).

Assessment: Assess current-state of the ICU patient journey – from admission to discharge. This includes real time observations of clinical process/practices; staff and stakeholder interviews; technology use; and review of the culture (e.g. decision making, onboarding, etc.). A gap analysis is created identifying opportunities for performance improvement.

Workshop: Lead a co-create workshop to collaborate with leadership, staff, and key stakeholders to review and prioritize identified recommendations and design a future-state ICU. A performance improvement project plan with change management is developed, including a prioritized pilot program.

Implementation: Initiate a pilot program with implementation support or leadership by our clinical consultants. A post change impact analysis is completed and results presented.

Benefits

- Increase consistency of care processes
- Enhance patient experience, from admission to discharge
- Optimize technology utilization and practices
- Improve workflow efficiency and patient flow for better staff and patient satisfaction

Proven results*

Our experienced clinical consultants have helped clients achieve sustainable results:

- Improvement in admissions, discharges, transfers (A/D/T) process efficiency
- Reduction in non-actionable alarms and noise
- Enhancement in patient and staff experience

Learn more

Through collaborative and people-focused engagements, Philips 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.