



PHILIPS



Blue Jay
CONSULTING

ED Interim Leadership Staffing

Providing leadership and strategic guidance through transitional times

Philips ED Interim Leadership Staffing services provide nationally-recognized, highly-experienced nurse leaders with vast expertise in ED operations. Our team can help your organization stay the course through transitional times and build a foundation for long-term success.

Through increased collaboration and communication, our team has helped improve ED performance along with staff engagement and retention.

Key benefits

- Day-to-day operational management, initiating performance improvement activities
- Creating and monitoring the departmental budget, developing a capital budget if needed
- HR management including recruitment, interviewing, mentoring, and reviewing and revising roles when appropriate
- Modeling expected behaviors and guiding staff on these behaviors

Typical client needs

EDs occasionally have gaps in leadership positions, whether a director has departed or moved within the organization. The absence of a leader can create organizational turmoil and a decline in operational performance. Practices can become inconsistent, resulting in the misuse of high-cost resources. At the same time, overall 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 Blue Jay Consulting 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
- Reduction in LWBS equal to 1,000+ ED patients, representing \$2.8 million increase in collectable revenue
- Likelihood of recommending the ED increased 109% to the 88th percentile
- Overall length of stay (LOS) reduced from 289 minutes to 201 minutes (30% improvement)

Learn more

Through collaborative and patient-focused consulting engagements, Philips Healthcare Transformation Services can help unlock insights and opportunities to improve care efficiency. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance.

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

