

# Case Study

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**Client:** 424-bed hospital in Texas

**Engagement:** Interim Director, Emergency Services

## Issues To Be Addressed:

B. E. Smith placed an interim professional to assist in providing an operational review of the emergency services department's resources and requirements, determine opportunities for workflow changes and assist with establishing an improvement plan from triage to discharge.

## B. E. Smith's Process for Success

### Assessment

A thorough assessment outlined recommendations for improvements which would enable the client to increase patient and family satisfaction.

### Recommendations

- Streamline the management of acute and non-acute illness
- Determine appropriate turnaround times in the Emergency Department

### Action Plan Results

- Improved the aesthetics of the client's services and point of care testing
- Established benchmarks for turnaround times
- Decreased the length of stay in the Emergency Department
- Improved the clinical skill set of the staff