

CASE STUDY



17,500 Volume ED Overcomes Provider Tension and Inefficient Operations

THE CHALLENGE

We were called to address poor performance metrics, unstable culture, and tension between physicians and nurses at this 10-bed, level 4 trauma center. The facility already had a great medical director in place, but he needed support to drive change.

THE SOLUTION

Our team worked with the medical director and hospital administration to define department culture and metrics goals. We then turned to the clinical team to ensure we had clinicians in place who were rooted in the community and empowered to practice with a sense of purpose. We prioritized improving physician-nurse communication and implemented a real-time patient feedback process.

THE RESULTS

Within six months, these efforts resulted in:

4% TO 0.85%
DROP IN LWBS METRICS

28% REDUCTION
IN LENGTH OF STAY

TRANSFER RATE DROP
FROM **9% TO 6%**