

CASE STUDY



62,400 Volume Department Improves Leadership and Communication to Boost Efficiency

THE CHALLENGE

We were called in to improve leadership, interdepartmental communication, and efficiency at this 30-bed level 1 trauma center. When we arrived, we found a department that was not well resourced and a not well connected with other departments in the facility, health system, and community.

THE SOLUTION

To turn things around, we developed a strong departmental leader, instituted a more formal emergency department-urgent care transfer protocol, and increased interdepartmental communication.

THE RESULTS

Within six months, these changes led to:

LWBS DROPPED FROM

3.1% TO 1.6%

REDUCED LENGTH OF STAY

BY **19%**