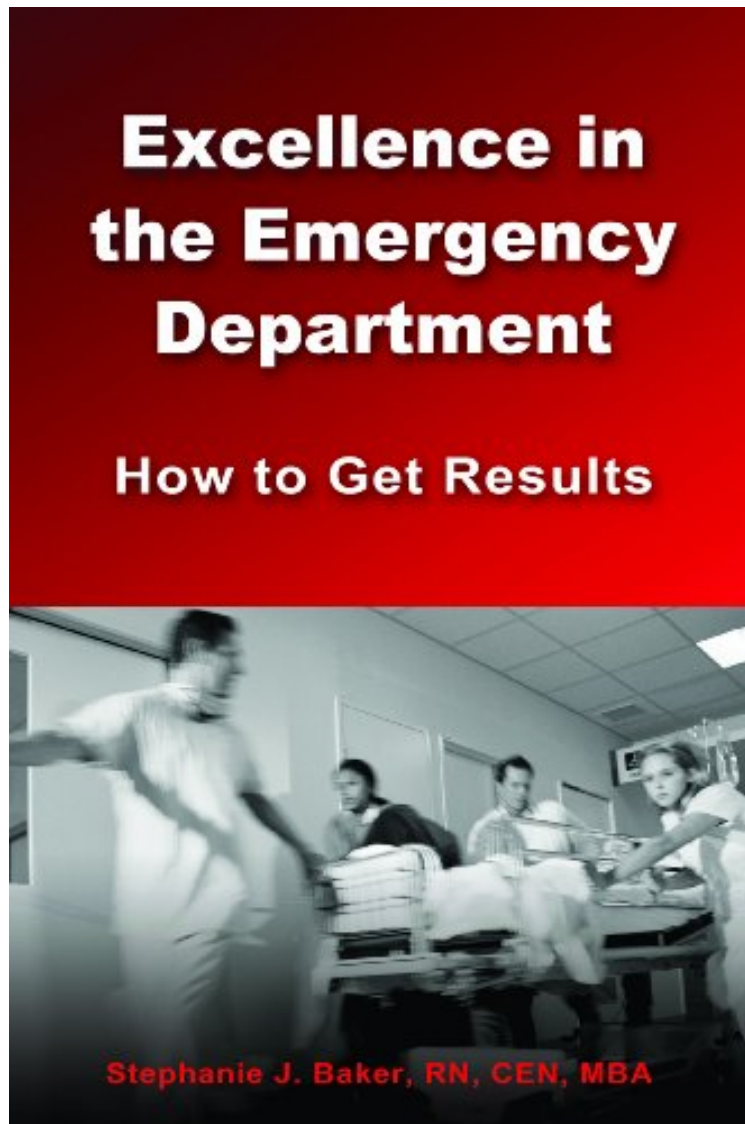


Excellence in the Emergency Department: How to Get Results

Stephanie J. Baker

**Download PDF / ePub / DOC / audiobook / ebooks*



[Download](#)

[Read Online](#)

#278754 in Books 2009-09-01 Original language: English PDF # 1 8.90 x .50 x 5.901, .70 #File Name: 0984079483180 pages | File size: 68.Mb

Stephanie J. Baker : Excellence in the Emergency Department: How to Get Results before purchasing it in order to gage whether or not it would be worth my time, and all praised Excellence in the Emergency Department: How to Get Results:

2 of 2 people found the following review helpful. Shows that The Way is easier Said Than Done! By Frank Voehl The Emergency Center of Excellence is the first national designation to recognize EDs that offer superior care, and this book will assist EDs in understanding and achieving this lofty goal. Emergency departments are recognized based on

their results of over 100 Key Performance Indicators, each linked to one or more of the Seven Pillars of Excellence, and the Studer Model is an excellent structure to help with this visualization. Top performing emergency departments that are awarded the Emergency Center of Excellence award have a lot to be proud of. Emergency departments can use this designation in promotional materials (EmEx-Award verification confers access to print-ready marketing materials). You may appreciate significant volume increases as the community learns of your emergency departments reputation for superior emergency care. The Seven Pillars of Emergency Medicine Excellence covered in this book are: Safety pertains to overall care quality, patient outcomes, and team commitment to quality improvement. Satisfaction relates to patients perception of excellent care, department reputation, and efforts to advance stature. Solvency addresses current opportunities for fiscal improvement through optimal coding, test utilization and lean processes. Space represents the functionality of the facility and equipment from both the clinical team and patient perspective. Staff incorporates physicians and nurse credentials, team staffing levels and retention, and professional satisfaction. Support involves relationships with administration and medical staff, adequacy of on-call coverage, and involvement in emergency department-wide committees. Systems refer to work flow processes, care pathways, and technologic advances, especially in computerization. The book covers in detail the basic ED Excellence Activity Diagram as process modeling tool showing it as: A set of sequentially performed activities representing the tasks to be accomplished A set of decisions that guide the flow of control based on conditions that are encountered during the workflow A set of partitions that allocate the activities among the responsible parties that participate in the workflow A set of terminal activities that indicate the start and end of the workflow A set of regions that indicate repetition and concurrency I highly recommend this book to ED Business Analysts who are eager to better satisfy their clients needs and wants. 0 of 0 people found the following review helpful. BEST BOOK By Doug-e-doug IF you need help in the ER, or want to better yourself or your ER; then this is the BOOK for you. Im working on moving up the manager chain and as we implement these tools, the ER becomes better, the patients happier about their care and service and the nurses excel. I RECOMMEND this book to anyone in the ER 0 of 0 people found the following review helpful. ... you are looking to transform your Emergency Department from good to great By AB If you are looking to transform your Emergency Department from good to great, this is an excellent guide.

The No Excuses ED: Yes You Can Create Excellence in the Emergency Department! For years healthcare professionals believed creating excellence in the emergency departments was next to impossible. And it s true that too many patients, too few resources and too few hours in the day add up to big challenges. Yet where there s a will and a team of passionate, caring staff members there s most defi nitely a way. By implementing proven, evidence-based tools and techniques, leaders can overcome the excuses and create an ED where employees and physicians want to work and patients want to receive care. That s true whether your ED is big or small, inner city or rural, or any combination of the above. Excellence in the Emergency Department: How to Get Results explains how. Author Stephanie Baker, RN, MBA, CEN, has created an outstanding resource book filled with proven, easy-to-implement, step-by-step instructions that will help you move your emergency department forward. These Must Have tactics are based on research Studer Group has done with more than 500 organizations. First, the book builds a strong case for service. Then it provides three foundational tactics Rounding for Outcomes, Discharge Phone Calls and Bedside Reports that ensure almost immediate results. (For instance, by implementing just one of these practices, Baker moved her organization from the 4th percentile in patient satisfaction to above the 90th percentile in the space of one year!) Finally, it offers additional advanced tactics that will help you accelerate and sustain success. Excellence in the Emergency Department: How to Get Results will help you: Implement tactics that provide measurable results within 90 to 180 days Work smarter and more effi ciently with the team you have in place right now Reduce the incidence of patients who leave without being seen (LWOBS) for better service and higher financial impact Demonstrate the financial impact of tools and tactics in order to justify and acquire more resources Overcome resistance and encourage staff buy-in by answering tough questions, explaining the Why and helping people connect the dots Deal with low performers as you move the department forward Communicate and work more effectively with ancillary and support departments Reconnect your staff members (and yourself) to that all-important sense of passion and purpose Want to create your own No Excuses emergency department? Put the book s tactics into practice and your ED will experience elevated staff performance, greater ownership and accountability, a calmer environment and of course, better clinical outcomes.

Managing an Emergency Department is tough. Often, it is more like a war zone than a hospital. Most people believe it can't have the high patient satisfaction scores the rest of the institution strives to achieve. This book challenges that notion. Stephanie Baker skillfully presents Studer Group's proven approach to performance improvement customized for this toughest of environments. The result is a book that's as reassuring as it is instructive. A great read for anyone responsible for ED operations. --Greg Pivrotto, President and CEO, University Medical Center--Arizona Stephanie Baker's book is a very commonsense guide for any ED leader seeking to put Evidence Based Leadership principles into action. Whether you're new to this role or just looking to make drastic improvements to your ED, just read the book and follow its formula and you'll see results: shorter door to doc time, faster medical evaluations, improved

patient satisfaction and more. The tactics in Excellence in the Emergency Room are well researched, easy to replicate and proven to work. For a book of its type, I can't imagine any higher praise! --Janice McKinley, BSN, MHA, FACHE, CNAA, BC, VP of Patient Care Services/ CNO and Pt Safety Officer Parkwest Medical Center

This book lays out a step-by-step process for implementing patient-driven service standards in the Emergency Department. Stephanie Baker's clear writing style and specific how-tos make it a valuable tool for even the busiest ED manager. Excellence in the Emergency Department is a must-read for anyone wishing to drive change in one of the toughest venues in healthcare and hardwire it for posterity. --Donna L. Mason RN, MS, CEN

About the Author

The Author, Stephanie Baker, RN, MBA, CEN, has 20 years of clinical nursing and administrative experience in the areas of Emergency, Trauma, Flight, and Critical Care medicine and proven results with her partners around the country. Stephanie is an account leader and internal ED expert for Studer Group and best known for her ability to individualize her coaching plans to produce results. She is a national keynote speaker for the Nuts and Bolts of Service and Operational Excellence in the Emergency Department and is the leader for the Emergency Department service line.