

PREMISE PERFORMANCE CHECK-UP

Optimizing Technology, Processes and Culture for Ideal Patient Flow

Who Benefits?

Executive Leadership
Nurses & Nurse Managers
Staff Supervisors and their teams
Physicians
Performance Improvement

The **Premise Performance Check-Up** is a critical first step toward comprehensive patient flow optimization. It identifies potential opportunities for improvement that a) are appropriate for your organization's cultural, technical and financial structure and b) will lead to sustainable advancements in hospital-wide patient flow.

During the Performance Check-Up, Premise and your senior management team will pinpoint patient flow synergies and hindrances, and then establish realistic goals for your organization. If you haven't already established a relationship with Premise, this short assessment period enables you to assess your comfort level working with our team.

Premise Consulting Services completes the Performance Check-Up in three to five weeks, reviewing quality, service, and financial information as it pertains to patient flow. Our activities will not interfere with your normal operations, patient care and privacy. During the Check-Up, we evaluate key processes and elements such as:

- Front line managers' techniques and approaches to planning, assigning and monitoring their departments' activities – and the impact of these approaches on overall patient flow
- The availability and adequacy of reports to senior management relating to patient flow, service and quality
- Capacity and utilization trends by service or department
- Discharge planning, LOS and other care management processes
- Overall leadership effectiveness, both formally and informally
- Employee perceptions and attitudes and their impact on patient flow

At the conclusion of the Performance Check-Up, Premise provides a detailed presentation with the following:

- Current performance gaps
- Potential performance improvements with recommendations and accountability
- Financial impact of additional capacity

In addition, we provide a customized proposal showing how we can help you meet your objectives in our Process Optimization phase. This proposal includes a project timeline, costs and an estimated ROI (Return on Investment).

PERFORMANCE CHECK-UP PROJECT DETAILS

Optimizing Your Unique Processes for Maximum Improvements



Premise customizes your Performance Check-Up to evaluate specific activities and processes with the greatest opportunity for ROI and improvement. Examples of elements we review and assess include:

Overall Patient Flow

- Current state of patient flow processes – how a patient accesses, moves through, and is discharged from your hospital
- Capacity by service line: number of medicine beds vs. surgery beds, etc.
- Opportunities for LOS improvement
- Bed Management
- Communication process for “open beds”
- Demand and supply flow of beds by service line
- Bed cycle time and average “cold bed / unoccupied bed” time
- Bed management policies, procedures, and every day practices

Our evaluation of these various elements will be included in the Performance Check-Up presentation, which includes specific recommendations for improvements that will benefit your unique culture and operations.

Patient Care Management

- Current management tools used to promote improvement in care routines for high volume DRG's
- Documentation system and procedures for interdisciplinary communication

Admissions

- Admission processes
- Patient throughput processes in Main Registration (Admitting)
- Patient access process by patient type
- Discharge
- Current discharge processes and planning approach
- Elements that impact discharge process such as inpatient unit operations and physician rounding practices
- Discharge planning documentation system

The Performance Check-Up can help optimize patient flow in one or several of these departments:

- **Emergency Department**
- **Admitting/Registration**
- **Bed Management**
- **Case Management & Utilization Review**
- **Social Work**
- **Inpatient Nursing**
- **Nursing Supervisors**
- **Physicians**
- **Environmental Services**
- **Transport**
- **Surgical Services**
- **Diagnostic Services**



Premise Bed Management and Patient Throughput Solutions have received the exclusive endorsement of the American Hospital Association

premise 

Visualize | Optimize | Realize

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Contact Premise today and learn how our team of experts can work with your organization to maximize your technology investment and enable high-impact, long-term improvement.

Learn how Premise can improve patient flow in your organization visit www.PremiseUSA.com or call 1-800-396-5578 today!