

HealthLinX Case Reports

Case Report #4021

Transitional Leadership (TL5) Project: Director Emergency Department

Regional community hospital achieves \$800,000 Positive Financial Impact in 146 days

Case Overview

Facility Overview: Regional, not-for-profit, 300+ bed community hospital, Level II Trauma Center, 40,000 ED visits annually

Case Presentation: Current ED Director leaving in 30 days; long tenure and well liked by staff but ineffective; Poor ED quality metrics; Unable to improve patient flow; Low ED patient engagement scores

Outcome: Targeted deliverables achieved in 5 months

Aim/Client Goals for Engagement

HealthLinX' aim was to provide an immediate leadership solution in the ED (which is a high risk area and achieve mutually agreed upon goals resulting in improved outcomes. In addition, we would provide a seamless handoff between the transitional leader and the identified permanent leader.

all levels of the organization were engaged to develop and then execute the transformational plan

Changes Hardwired

1. Rounding on patients admitted through the ED
2. ED Staffing Matrix developed
3. EBP for Quick Triage and Fast Track
4. ED charge capture and co-pay collection processes

Client Project Goals

1. Acquisition of a permanent leader by the facility
2. Decrease ED length of stay
3. Improve trauma activation process
4. Improve ED revenue cycle effectiveness
 - o Improve physician clinical documentation
 - o Improve charge capture
 - o Improve co-pay collection rate

Measurable Outcomes

	Baseline*	Outcome	Financial Impact
<i>Quantified Financial Impact from Key Deliverables</i>			
ED Length of Stay	199 min	189 min	\$53,472
Trauma Activations			\$90,556
ED Revenue Cycle			\$681,000
<i>Other Measurable Impact from Key Initiatives</i>			
# ED Discharges	2,869	3,107	N/A

**Baseline – Rolling 12 months preceding HealthLinX Engagement*

Process

Following an initial conversation with the client organization, The HealthLinX Outcome Driven Deliverables Process was implemented as part of the Transitional Leadership (TL5) project.

HealthLinX always performs a diagnostic assessment, sets realistic expectations, and then uses its proven processes and best practices. Using this highly prescriptive process,