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# The 5 Star ED™



**Blueprint for Success On-Site Assessment**

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## What is it?

A 2-day on-site assessment of your current ED operations. The process includes the following:

- Review of metrics that you are currently tracking including Patient Satisfaction scores
- A Gap Analysis of Best Practices for EDs
- Focus groups with Providers and Frontline Staff
- Interviews with Managers from all areas the ED interfaces with
- Direct observations of workflow



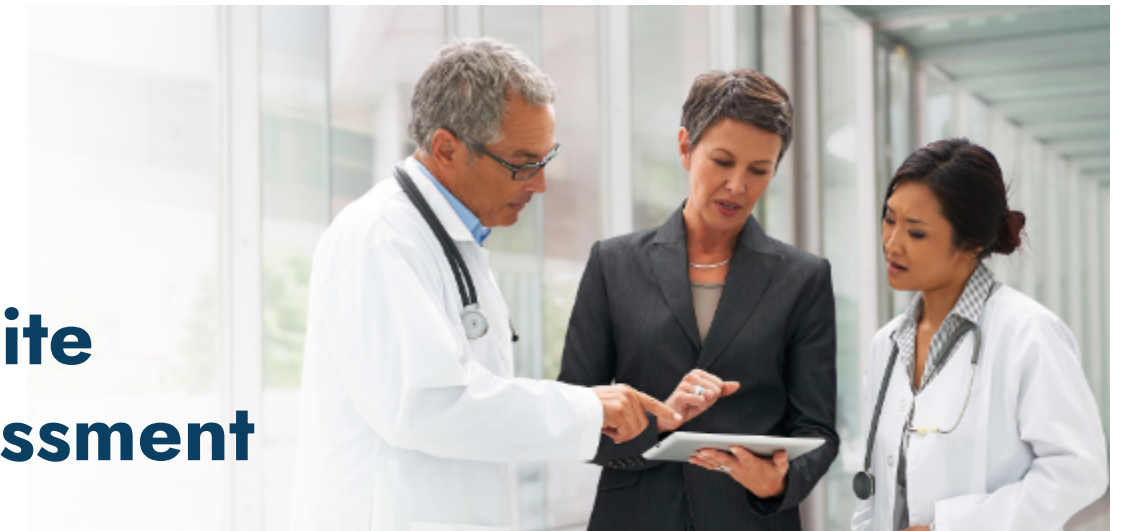
## Prior to the Assessment

Review of the following 4 areas:

- A Pre-visit Calls with Project Leadership Group
- B Review of the Following Data:
  - ED Metrics
  - ED Patient Satisfaction Scores
  - ED Best Practices Gap Analysis



## On-Site Assessment



### DAY ONE

- **Tour of ED & Inpatient Units**
  - Focus groups with Physicians
  - Focus groups with Front Line Staff
- **Interviews with**
  - Lab Manager
  - Radiology Manager
  - Cardiology Services Manager
  - Admitting Manager
- **ED Flow Observations**

### DAY TWO

- **Interviews with**
  - Case Management
  - Hospitalists
  - EVS Manager
  - CFO
  - Bed Board Control
  - Acute Care Services Manager
- **ED Throughput Meeting with ED Leadership and Medical Director**
- **Observations on Inpatient Floor & ICU**
- **Debrief Meeting with Leadership Team**

**Within 2 Weeks of the Assessment, you will receive a comprehensive report on:**

- Where your issues/bottlenecks are
- Recommendations on how to address and improve them
- A step-by-step guide on how to implement the recommendations and how to track success of the implementation process

# The Blueprint for Success Report

The blueprint includes:

- Purpose and Scope
- Assessment Protocol
- Issues to be Addressed
- Goals
- Situation Summary
- Clinical Operational Metrics Compared to Best Practices
- Key Patient Satisfaction Scores
- Observations from Focus Groups
- What is Working Well
- Recommendations
- Quarterly Monitoring and Follow Up



## Utilizing this report, you can

- Pinpoint where your issues are
- Set goals for where you should be in each area
- Put together an improvement plan following the specific guides presented
- Monitor progress in all area to make sure that the improvement continues toward the established goals

## More Information

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