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Optimizing Emergency Department Throughput: Operations Management Solutions for Health Care Decision Makers

John M. Shiver, David Eitel
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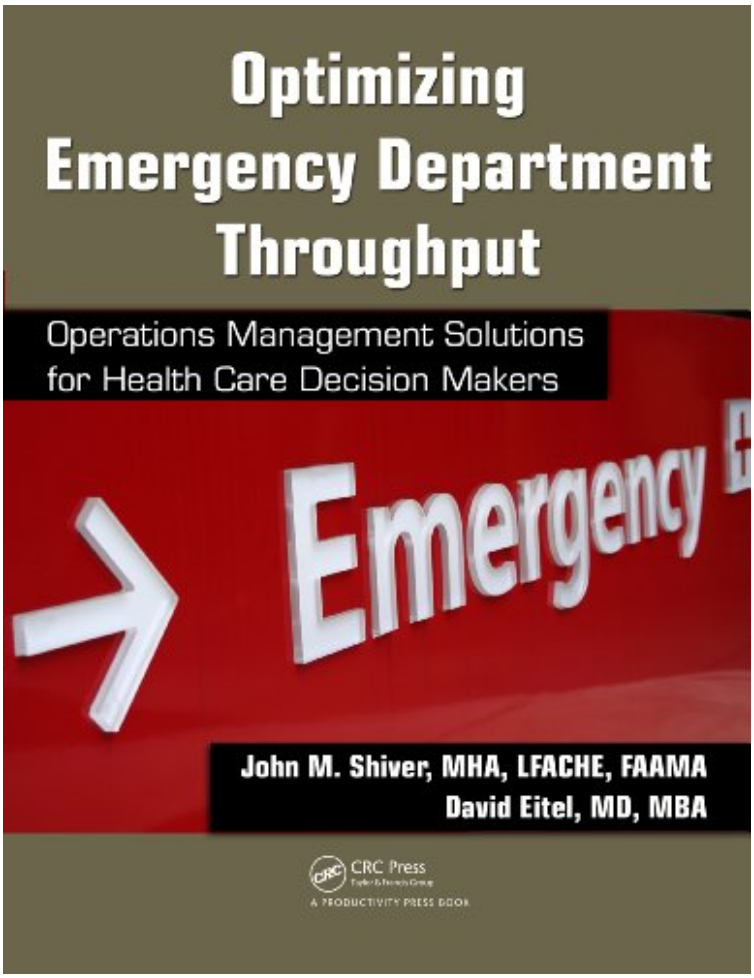

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John M. Shiver, David Eitel : Optimizing Emergency Department Throughput: Operations Management Solutions for Health Care Decision Makers before purchasing it in order to gage whether or not it would be worth my time, and all praised Optimizing Emergency Department Throughput: Operations Management Solutions for Health Care Decision Makers:

3 of 3 people found the following review helpful. Good introBy Avid ListenerYou can tell the author is someone that's been there a few times. He doesn't continually go on and on in the chapters - quick and to the point. What is lean six sigma? That gets five pages with a number of graphics. 150 pages of text (lots of screenshots and diagrams) to cover this topic is not a lot.For the price, I expected more. The editing was atrocious - as if the book was rushed through. Figures are referenced and not provided. Software is named but not referenced.That said, it does provide tools and is not an ivory tower treatise on the benefits of Toyota's processes from 10,000 ft. Consider it having a beer with a

manager that's been in the trenches and wants to show you some charts and give you some ideas. Could be you think that one idea is worth the money.

Across the country ambulances are turned away from emergency departments (EDs) and patients are waiting hours and sometimes days to be admitted to a hospital room. Hospitals are finding it hard to get specialist physicians to come to treat emergency patients. Our EDs demand a new way of thinking. They are not at a tipping point; they are at a breaking point. Under current loads and trends they are going to begin to break and these breakdowns will be painful and ultimately dangerous to society. Recognizing that the ideal in health care is presently beyond our immediate grasp, this book instead focuses on providing health care leaders with the tools they can employ to optimize the performance of EDs and thereby improve service to patients, employees, and communities. Written by 20 of the most progressive and successful health care reformers in the country, the approaches described can be utilized to quantify improvements, enhance predictability of workflow, and improve staff scheduling. The data derived using these techniques can serve as powerful evidence in support of change. While a common discussion among ED professionals is the perception that many patients are not really emergency patients and could be treated in another setting at another time, that argument is not germane until we as a nation elect to reform the way we chose to deliver healthcare to the underserviced.In the meantime this book provides invalauable information to help individual hospitals to retool their EDrsquo;s. It offers new approaches that think outside of the box for all stakeholders. It also provides the statistical evidence that administrators need to make their cases for changes and added resources. It will help you forecast the demand for services and give your center an approach that will allow the ED to become a source of income rather than one that continues to hemorrhage needed limited health care funding.

Much as a surgeon uses a scalpel, retractor, and other tools to operate on a patient, Shiver gives the healthcare manager the tools they need to enhance the function of the Emergency Department, the 'front door' of every communityrsquo;s health care system. The text is clear, concise and understandable to those lacking a technical background but who still want to apply fairly sophisticated techniques to improving the patient experience and the productivity of ED staff.? J. Knox Singleton, President and CEO, Inova Health System Optimizing Emergency Department Throughput is a breakthrough in creating a framework for ED transformation. It uses state-of-the-art improvement techniques to solve problems bedeviling America: crowding and delays in critical treatment. Shiver and Eitel offer clear, practical approaches that leaders can use to get results.? Bruce Siegel MD MPH, Director, Center for Health Care Quality, Department of Health Policy For those physician leaders and hospital administrators who wonder if there are solutions out there for their frustrating overcrowding and flow issues, this book provides a needed introduction to the science of reengineering your health care delivery system. The authors build on decades of experience together with proven models from the literature that will help you move your organization forward, while improving patient and staff satisfaction.? Christopher MB Fernandes, Professor of Emergency Medicine, University of Western Ontario/Chair, Medical Advisory Committee, London Health Sciences Centre This is a very practical, idea filled book that should be read by any healthcare professional supervising, dependent upon, working in or "sinking" in one of Americarsquo;s besieged emergency departments. I found myself repeatedly circling, underlining, and writing in the margins throughout the book. In the introduction, Shiver reports that EDrsquo;s "are not at a tripping point; they are at a breaking point". The "tools" presented in this book can prevent or at least delay your tumble into that seemingly inevitable abyss.? Robert J. Cates MS, MD, Chairman of Emergency Medicine, Inova Fairfax Hospital Because the ED is a major gateway to all hospital services, a public health asset, and an economic driver or millstone, Optimizing Emergency Department Throughput is an essential read for all CNEs, COOs and CEOs.? Lawrence L. White, Jr. MHA, FACHE, Research Assistant Professor, School of Public and Community Health Sciences, University of MontanaAbout the AuthorCollege of Health and Human Services, George Mason University, Fairfax, VA, USA