

## Comprehensive ED Operations Analysis

BestPractices offers a comprehensive analysis of your Emergency Department operations and an assessment of strengths, weaknesses, opportunities and threats. BestPractices uses analytical tools, interviews with key stakeholders, and on-site observations to determine the parameters of an ED performance improvement campaign. We start with an environmental assessment, focusing on:

- Strengths and weaknesses of the department
- Opportunities for the Emergency Department
- Threats to the current and future mission of the ED
- What areas are currently working well
- What areas need immediate improvement
- What areas need planned change

Best Practices then conducts an intensive set of operational evaluations focusing on processes, services, people, place, and performance. This evaluation includes the following:

- Market analysis
- Financial review
- Program assessment
- Professional and program staff reviews
- Physical plant assessments

The ED Operations and SWOT Analysis allows the team to take a deep dive into the current state of the Emergency Department, formulate an assessment and develop a focused set of recommendations. Using the information gathered, along with input from the on-site team, a project director creates a comprehensive plan of action and recommendations.