



# Improving Operational Efficiency through Business Process Management and Automation

In healthcare, the focus is – and must be – on patient care. And while that focus is engendered first and foremost in the day-to-day interactions between providers and patients and their families, there is so much more that drives great, comprehensive patient care.

## **Consider an Emergency Department (ED) patient:**

At first glance, the path of that patient is triage, assessment, treatment and disposition. But now think of all the clinical and operational processes that make up that pathway.

**Clinically**, it is almost certain that a number of ancillary departments (i.e., lab, radiology, pharmacy) will be involved.

- *How are those departments notified that there is a need?*
- *How are test results communicated?*
- *How are medications delivered?*

With numerous defined metrics that healthcare organizations capture and report, it isn't hard to see how these questions impact patient care, or the benefit in making these processes as efficient as possible.

**Operationally**, though, things tend to be a little less clear... particularly with guidance and regulations that are constantly in flux.

- *How are patients registered within the ED, and how does it change based on the patients' severity?*
- *For patients requiring admission, where should they be placed based on the initial diagnosis (i.e., observation, acute care, skilled nursing)?*
- *What is that admission process?*
- *How is billing managed after the patient is discharged?*

Without operational efficiency, the organization can encounter challenges that affect the bottom line, which ultimately impacts patient care in a less obvious – but equally important – way.

*Through our 50+ years of combined experience, Enterprise Ventures Corporation's (EVC's) healthcare experts can help you address these challenges... creating a strong Return on Investment and bolstering patient care.*



**Enterprise Ventures Corporation**

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# Increased Efficiency to Drive Clinical Improvements

## Who We Are...

At EVC we are process experts... whether those processes are clinical or operational, we understand how to break them down to their base elements, identify bottlenecks and constraints, find opportunities for improved efficiency, and effectively implement change.

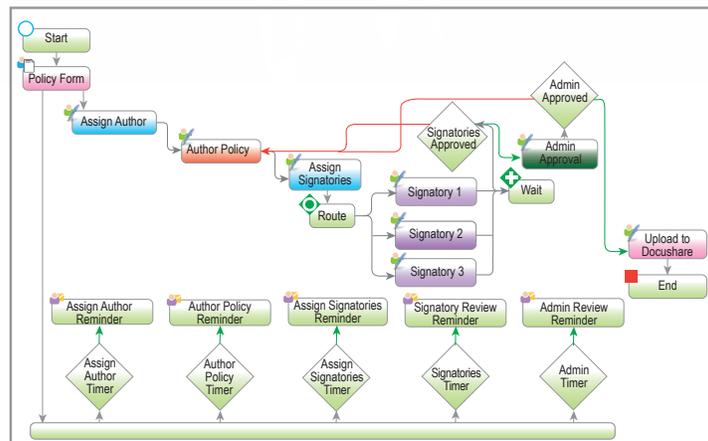
## What We Do...

We offer a comprehensive, end-to-end solution which blends process engineering with technology. More than just process mapping or a software offering, we help you to build efficiency through process transformation.

We first collect information about your processes – starting with first-hand observations of how they are currently being conducted and supplemented by data that measure performance. We then work with the staff members who live the processes to create a detailed map. Then building on our experience and industry best practices, combined with your specific environment and staff inputs, we implement changes that yield more efficient processes. Finally, we create a performance monitoring and sustainability plan, complemented by a process automation tool that ensures the new processes are followed and remain effective.

## Why It Works...

We are committed to our clients' success, measured through effective clinical outcomes and bottom line improvements. Whether you need support in back office functions or front line clinical processes, we have the expertise and tools to add efficiency to and remove cost from your organization.



## Contact Us Today!

To learn more about EVC's process improvement consulting and automation services, please contact us.

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