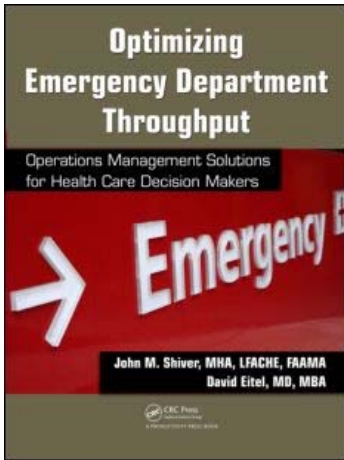


# Optimizing Emergency Department Throughput: Operations Management Solutions for Health Care Decision Makers

John Shiver & David Eitel



“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*

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 America’s besieged emergency departments. I found myself repeatedly circling, underlining, and writing in the margins throughout the book. ...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*

“Much as a surgeon uses a scalpel, retractor and other tools, to operate on a patient, Shiver (or Optimizing ED Throughput) gives the healthcare manager the tools they need to enhance the function of the Emergency Department, the “front door” of every community’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*

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**Number of Pages:** 160

This landmark book provides senior-level Emergency Department (ED) managers and healthcare administrators with essential tools to make their job easier in the wake of a national crisis in ED capacity. It explores the relationships of individual stakeholders and illustrates how information technology can play an important role in improving the performance of the ED. It also demonstrates how to improve financial performance, specialty services, and billing and collections functions. Because there are so many unpredictable elements related to the emergency room environment, this text explains how to predict patient volumes, flow, and space needs, using historical data to best plan for the unknowns.

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- Vetted by university faculty
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