



Patient Throughput Services

Our Patient Throughput Services take a systematic view of the complete patient experience. Rather than limit a review of individual components of patient throughput, our experienced team provides an analysis of key performance indicators (KPIs) that describe how well the overall throughput system functions. Specific service offerings include:

Focus Area

- Patient Access
- Inpatient Nursing
- Emergency Services
- Surgical Services
- Case Management
- Ancillary Services
- Hotel Services
- Patient Accounting

Process Redesign

- Care Planning
- Length of Stay
- Utilization Management
- Discharge Planning
- Ancillary Service Delivery
- Support Service Delivery
- Logistics
- Staffing Models

Leadership Support

- Key Performance Indicators Monitoring and Reporting
- Role Design and Redefinition
- Patient Throughput Team Development and Facilitation
- Mentoring
- IMA WebU™

The IMA Consulting Patient Throughput model improves inpatient access significantly by reducing delays in admissions, and facilitating discharges and internal transfers. Our model utilizes data-driven practices and processes. Further, it applies technology resources and adjusts staff, as appropriate. Key outcomes from our structured patient throughput approach include:

- Improved patient, staff and physician satisfaction with bed management
- Minimized Operating Room and Emergency Department delays and cancellations due to inpatient capacity
- Minimized Emergency Department diversion occurrences and hours
- Increased volume of patient passing through a fixed number of beds leading to increased revenue

