

Emergency Medicine Residency Retreat
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Critical Issues in Healthcare (The ED)

- Cost
- Quality
 - Clinical
 - Service

Cost

- Resource utilization (stuff)
 - Equipment / Supplies
 - Laboratory
 - Pharmacy
- Bricks / Mortar
 - Efficiency / Planning
 - Space Utilization

Cost

- People
 - MD
 - RN
 - Support
- Institutional Interface
 - Access and Flow (wait times, left without being seen)
 - Regions Direct
 - Referrals

Quality

- Clinical Excellence
 - External
 - Joint Commission
 - LeapFrog
 - HealthPartners
 - CMS
 - Internal
- Service
 - Patient Experience
 - Picker
 - HCAPS (at risk)