ReefPoint group

Emergency Medicine

ACCESS TO QUALITY CARE REPRESENTS AN ONGOING CHALLENGE IN HEALTHCARE DUE TO LIMITED RESOURCES AND SKYROCKETING COSTS OF CARE. DUE TO ITS UNSCHEDULED NATURE, EMERGENCY MEDICINE IS ESPECIALLY CHALLENGING TO APPROPRIATELY STAFF AND RESOURCE.

Reefpoint Group has developed the Model for Excellence in Design and Improvement in Care (MEDIC) to effectively use resources in a myriad of hospital areas to include the main emergency department, laboratory, radiology, pharmacy and emergency response (EMS). Our team develops current state process maps, identifies inefficiencies, proposes process redesign, and delivers comprehensive change management services.

Reefpoint Group institutes quality governance framework and data driven analysis methodologies to conduct department level reviews of patient service offerings and identify areas of improvement in patient safety, quality of care, resource utilization, patient access, and staff satisfaction - resulting in a positive patient experience.

QUALITY GOVERNANCE FRAMEWORK

ReefPoint Group performs process improvement work for medical organizations by first instilling a quality governance framework to define priorities, optimize resources, and reduce variations in training, attention to detail, or uncertain decision making due to an unidentified best practice at the lowest practical levels.

We leverage Robotic Process Automation (RPA) principles to standardize processes and guide clinical decision making. Throughout the process, we make recommendations, but we also help with the change management, training, implementation, and provide the tools to continue to monitor performance and drive further improvement for:

- Emergency Departments
- Trauma Centers
- Urgent Care Centers
- Emergency Response (EMS)
- Disaster Recovery

DATA DRIVEN ANALYSIS

ReefPoint Group provides advanced data science support including risk stratification, machine learning, artificial intelligence (AI), and predictive modeling to identify proactive opportunities for change. We analyze current state patient flow, including volume, wait times, length of stay, and resource constraints, and compare current-state to future-state process flow to maximize efficiency.

We provide analytics dashboards that use physical triggers, barcodes, and custom process improvement metrics embedded in the existing suite of data analytics programs such as:

- Cerner
- Epic
- Meditech
- Allscripts
- Other government and commercial legacy systems

Innovative Solutions Propelling Dynamic Transformation.

Different emergency departments face different challenges. We have developed Traits of Success regardless of size, location, and resourcing constraints to accurately measure efficiency and make needs-based determinations.

Past Performance

RESULTS

	Annual Patient Volume	Beds	Door-to-Bed	Door-to-Doctor	Length of Stay	Left Without Being Seen	Increased Capacity (Daily)
SITE A	74,988	45	**-16 min.** 67% DECREASE	**-15 min.** 26% DECREASE	**-23 min.** 14% DECREASE	**95%** DECREASE	**+33** CASES DAILY
SITE B	40,002	18	**-17 min.** 78% DECREASE	**-27 min.** 56% DECREASE	**-36 min.** 29% DECREASE	**99%** DECREASE	**+44** CASES DAILY
SITE C	14,453	10	**-20 min.** 87% DECREASE	**-22 min.** 71% DECREASE	**-36 min.** 26% DECREASE	**74%** DECREASE	**+14** CASES DAILY

EMERGENCY MEDICINE

A military medical center we supported had issues with Emergency Medicine planning and capacity and could not support the high volume of patient demand. To prevent adverse events as patients waited to be seen, we identified key opportunities to advance patient registration and triage, clinical best practices, expedited ancillary services, and optimized personnel and supply resourcing.

It only took ReefPoint Group three months to see significant results. We were able to drive these results in a very restrictive medical space that had security concerns, budget cuts, transient staff, and old infrastructure. Leveraging a small, tailored team, we can work in any emergency department against any constraint or challenge.

OPPORTUNITIES FOR IMPROVEMENT:

- 72% of patients do not see a nurse for triage within 10 min. of arrival
- No dedicated fast track or streaming of patients to Urgent or Primary Care
- Patients underwent four separate assessments before an assigned disposition
- Nurse staffing levels were 37% below patient demand requirements
- 20-minute variation in lab processing based on time of day
- 33-minute delay between results ready and provider review
- No standardized process for admission or transfer
- Minimal use of patient care teams

SUSTAINED CHANGES

As patients interact with different resources such as doctors, nurses, medical technicians, schedulers, and administrative staff throughout their stay, ReefPoint Group optimizes interactions between departments and resources to increase quality care. We offer a set of recommendations that can be addressed in whole or in part to sustain change and prevent operations from returning to baseline levels in the future. Our team leaves behind reporting and dashboards, in addition to continuous improvement tools and methodology that empower leadership to make decisions even after we have left and we can provide ongoing outreach to assist with new challenges.

Founded by veterans.

SDVOSB
Service Disabled Veteran Owned Small Business
CVE

ABOUT US

REEFPOINT GROUP, LLC IS A SERVICE-DISABLED VETERAN OWNED SMALL BUSINESS FOUNDED BY NAVAL ACADEMY GRADUATES IN 2008 WHO SAW AN OPPORTUNITY TO CONTINUE SERVING OTHERS TO HELP ENSURE OUR NATION'S VETERANS AND SERVICEMEMBERS RECEIVE THE FINEST HEALTHCARE AND SUPPORT SERVICES.

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