

## 'MUST TAKE' STEPS TO THRIVE AMIDST CHAOS



### **CHAOS: A FITTING TERM TO DESCRIBE THE INNATE DISORDERLY AND EVER-CHANGING NATURE OF HEALTHCARE.**

Emergency and hospital medicine are no strangers to chaos. There's too much to do, too little time to do it, more demands being made, and fewer resources to meet them. Add to that the unprecedented changes in healthcare as a whole — rising costs, declining reimbursement, more patient care requirements, "efficiency busters" like EMRs -- and national healthcare pandemics or disasters like COVID-19— and it's easy to see the road signs: Chaos Ahead.

Surviving these chaotic times calls for a combination of forward-looking solutions, together with focused and efficient management plans that align pay and coverage models with current realities. These eight steps can help you to continue to provide quality care to patients and thrive in the ever-changing healthcare climate.

- 1. Focus on Value**  
Stay true to your organization's mission and core values.
- 2. Institute New Staffing Models**  
Implementing staffing models that include NPs and PAs is paramount in achieving cost efficiency while maintaining care quality.
- 3. Integrate Emergency Medicine and Hospital Medicine Practices**  
Patient care efficiency and quality improve when EM and HM practices are well aligned.
- 4. Accelerate Efficiency**  
Using scribes, dictation solutions, and other resources where possible ensures providers can practice at or near top of scope, and use their expertise more productively.
- 5. Use Data for Feedback and Support**  
Embrace quality and reduce unhelpful variation in clinical practice by using state-of-the-art technology, data, and analysis to deliver valuable feedback and practice support for providers.
- 6. Enhance Medical Director Effectiveness**  
Enhance the performance and results of this critical role by implementing new approaches that address changes in healthcare.
- 7. Align Provider Pay and Coverage Models with Overall Revenue**  
You must be both creative and courageous when aligning provider pay and coverage models with the economic realities of your organization and the community you serve.
- 8. Implement Innovative Solutions**  
You must continue to implement innovative solutions such as telemedicine and post-acute care to thrive in a value-based environment, and enhance patient care value.