

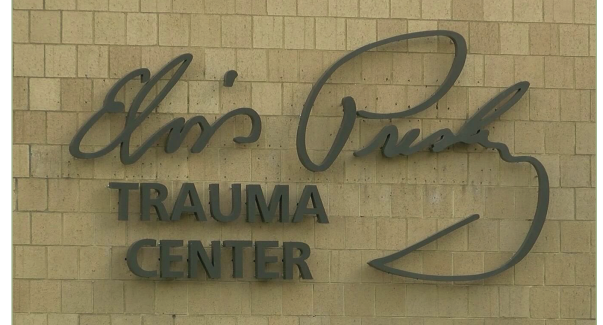
## CASE STUDY: ELVIS PRESLEY TRAUMA CENTER REGIONAL ONE HEALTH, MEMPHIS, TN

Streamlining operations to support a Level I trauma center's successful transition from state designation to ACS verification.



### TRAUMA CONSULTING SERVICES:

- Site Survey Readiness
- Performance Improvement
- Interim Leadership
- Financial Assessment
- Pre-Review Questionnaire Checklist



The Elvis Presley Trauma Center, part of the Regional One Health System, is one of the busiest Level I trauma centers in the nation. It serves patients within a 150-mile radius, covering Tennessee, Mississippi, Arkansas, and Missouri. The facility includes a 13-bed dedicated trauma emergency department, four dedicated trauma operating suites, a 22-bed trauma intensive care unit (ICU), a 7-bed stepdown unit, and a 26-bed post-trauma unit, with specialists available around the clock to provide expert care.

**BACKGROUND:** The Elvis Presley Trauma Center, a leading trauma facility, had been working toward its first American College of Surgeons Committee on Trauma (ACS-COT) verification. Until that point, the center fulfilled trauma designation requirements for each state separately, undergoing re-evaluation and re-designation every three years. Achieving ACS-COT verification was expected to streamline this process by replacing the individual state designations and reducing duplicative efforts.

- A consultative visit from ACS identified several deficiencies, with additional issues also noted by Arkansas and Tennessee.
- State-specific deficiencies were prioritized first to maintain designation, while simultaneously addressing ACS requirements.
- A gap analysis revealed that most ACS deficiencies were tied to performance improvement (PI), with additional updates needed to processes and procedures.

Optimal Healthcare Advisors partnered with the Elvis Presley Trauma Center to focus on three critical areas:

- Ensuring readiness for ACS verification and maintaining state designations in Arkansas, Tennessee, and Mississippi.
- Recruiting and filling critical vacancies to ensure operational continuity and enhance trauma program effectiveness.
- Improving registry compliance through backlog reduction and more efficient data entry processes.

**SOLUTION:** An Interim Trauma Program Manager (TPM) and Interim Trauma Performance Improvement Coordinator (TPIC) were engaged to help resolve ACS consultative and state designation criterion deficiencies, implement PI initiatives, fill staff vacancies, and increase registry effectiveness.

The Interim TPM immediately focused on addressing Arkansas state deficiencies to maintain compliance and designation:

- Developed and submitted a corrective action plan (CAP) to resolve identified deficiencies, which was accepted by the state prior to the deadline.

Interim TPM's attention shifted to Tennessee re-designation:

- Completed the Pre-Review Questionnaire (PRQ), organized performance improvement (PI) charts and supporting documentation for review and coordinated the onsite visit. Created a CAP to resolve deficiencies.

## CASE STUDY:

# ELVIS PRESLEY TRAUMA CENTER REGIONAL ONE HEALTH, MEMPHIS, TN

### SOLUTION *Continued*

The Interim TPM performed a high-level trauma financial assessment:

- Identified nearly \$5 million in potential lost charges. Determined these issues were primarily due to improper or omitted coding of trauma team activations.

The Interim TPIC was tasked with addressing PI deficiencies identified by the ACS, recruiting for two vacant TPIC positions, and onboarding the new hires. Additionally, the interim TPIC was responsible for:

- Recruitment, onboarding, and mentoring two novice PI Coordinators.
- Redesign of PI workflows to strengthen event identification, loop closure, Performance Improvement Patient Safety (PIPS) plan updated, along with peer review documentation.
- Addressed TQIP deviations by educating registry staff to ensure data accuracy.
- Implemented performance initiatives using the Plan, Do, Study, Act (PDSA) methodology to document and track improvements in acute kidney injury, catheter-associated UTI, and pulmonary embolism care.

**Ongoing Support from Optimal Healthcare Advisors:** Following the onsite engagement, Optimal Healthcare Advisors continued to support the Elvis Presley Trauma Center through the ACS-COT verification process, providing a site survey readiness assessment, PRQ guidance, and case selection and review support.

**RESULT:** With support from Optimal Healthcare Advisors, the Elvis Presley Trauma Center strengthened its processes, plans, and procedures, resolved criterion deficiencies, addressed staffing challenges, and improved registry compliance. These efforts prepared the center for its first ACS-COT site survey, culminating in successful Level I Trauma Center verification in August 2025. This recognition by the ACS-COT, fully compliant with national standards, not only eliminates duplicative state designation efforts but also affirms the center's ability to provide high-quality, lifesaving trauma care to the communities it serves..

*Results from case studies are not predictive of results in other cases. Results in other cases may vary.*

“Working with Optimal Healthcare Advisors was an easy process, with one-stop access to all the needs of our very busy trauma program. They bring decades of experience and real-world, practical solutions to any trauma program challenge.”

JOSHUA DUGAL, Vice President of Trauma and Burn Services  
Regional One Elvis Presley Trauma Center

### LEARN MORE ABOUT OPTIMAL HEALTHCARE ADVISORS, LLC

We are a specialized advisory firm dedicated to improving the operational, clinical, and financial performance of trauma centers and healthcare organizations through expert leadership. Our team of seasoned nurse leaders brings decades of experience in trauma center leadership, operations management, program development, site survey support, and performance improvement. With a hands-on approach and solid strategies, we identify areas for improvement and implement change that delivers proven results.

For more information, please visit [oha-llc.com](http://oha-llc.com).

