

# OPERATING ROOM EFFICIENCY IMPROVEMENT HEALTHCARE CASE STUDY



One of largest East Coast-based health systems engaged Trident to improve the efficiency of a 10-room OR through decreasing Turnaround Times (TATs), increasing Block Utilization (BU) and refining the scheduling process to enable OR case volume growth.

## 31%

### REDUCTION IN ROOM READY TO WHEELS IN

## \$1,100,000

### ANNUALIZED SAVINGS

## 20%

### IMPROVEMENT IN TURNAROUND TIMES

#### HOW WE MADE IT HAPPEN

##### Implemented Management Operation System (MOS)

- Collaboratively identified key performance metrics required to manage daily performance
- Developed departmental scorecards to report daily/weekly performance for key metrics
- Installed daily/weekly performance review forums to address metric variances through root cause analysis, developing corrective actions and assigning accountabilities

##### Addressed over 100 workflow improvement opportunities

- Eliminated rework, refined roles/responsibilities and established performance expectations in Pre-Admission Testing, reducing backlogs and improving patient satisfaction
- Refined Same Day Surgery charge nurse roles, focusing on proactive resource planning, directing activities and increasing collaboration with OR
- Designed and implemented Visual Workplace to improve productivity in OR and Sterilization Processing Department (SPD), including Case Cart Status

- Restructured overnight Case Cart completion process to enable prioritization, reducing delays in first case starts

##### Installed integrated cross-departmental patient flow

- Installed visual daily OR schedules to increase visibility and coordination of patient flow
- Implemented TAT daily: a cross-departmental management reviews focused on TAT performance
- Developed and installed dashboards and review forums to enable continuous improvement
- Revised roles/responsibilities for departmental charge nurses, focusing on daily resource planning, patient flow coordination and metric performance

##### Refined case scheduling

- Updated scheduling process to reflect actual TATs and surgeon performance (procedure times)
- Leveraged SIS (case scheduling technology) to enhance surgeon communications related to case times
- Compressed case schedules to AM block times to enable PM case optionality for add-ons
- Implemented workflow to support case start confirmations at time of booking

*“Trident’s focus on sustainability has ensured a smooth transition of new processes and tools to our team as well as provided the key organization-wide culture change for communicating and working as a true patient care team.”*

WE’RE HERE TO MAKE IT HAPPEN™.  
CONTACT US TODAY AT [info@trident.com](mailto:info@trident.com).

*-Chief Executive Officer*