



## REDEFINING OPERATING ROOM EFFICIENCY

### CHALLENGE

With a renewed focus on overall efficiency at Memorial Regional, administration, surgeons, anesthesiologists and surgical services staff sought to reorganize the operating room (O.R.) and improve outpatient case volume, preadmission testing and cancellation rates.

### SOLUTION

Envision Physician Services recommended and implemented a process improvement strategy. This six-month process removed obstacles to O.R. governance and leadership, built communication between surgeons, anesthesiologists and surgical staff, and coordinated case scheduling and block time for optimal efficiency. A Surgical Services Executive Committee was also formed, with local surgeons and Envision Physician Services anesthesiology leaders overseeing goals for continued optimal efficiency in the O.R.



Surgical timetable was created to improve block time schedules, outlining all outpatient cases and improving surgical chart readiness a full **5 days** before surgery occurs



Surgeons are texted **30 to 40 minutes** prior to surgery to inform them that the patient is ready

## RESULTS



**70% reduction** in surgical case cancellations, from 10% to only 3%



**15% increase** in case volume through a new block time strategy and the addition of 4 new O.R.s

“We are seeing a lot more patients through the O.R., and the growth rate has been exponential because of our O.R. efficiency. We have less cancellations and greater surgeon satisfaction. Working together, we have implemented a product that is now second to none.”

— **ZEFF ROSS**, CEO of Memorial Regional Hospital

“This project would not have gone anywhere without input from [the anesthesia group]. Their engagement with preadmission testing protocols greatly improved surgery scheduling as well as patient satisfaction.”

— **ANTHONY DASILVA**, Director of Surgical Services at Memorial Regional Hospital

“Proper utilization of block time creates O.R. efficiency. Our current block time solution means more rooms, more business and a larger market share.”

— **JOSEPH LOSKOVE, MD**, Chief of Anesthesiology at Memorial Healthcare System



- ▶ Memorial Regional Hospital, located in Hollywood, Florida, has been serving South Florida communities for over 60 years. Memorial Regional has grown from a single facility into a major medical center, children’s hospital and healthcare system — expanding to six major hospitals in the area and becoming the fifth largest public healthcare system in the nation.