

# Financial Empowerment Suite™: Surgical Services

Multiple views of operational, financial, and utilization data—serving up insight for improvement of perioperative processes



Type: Analytics Accelerator

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The **Department Explorer: Surgical Services** analytics accelerator provides multiple views of data pertaining to the operational efficiency, utilization, and financial performance of the OR. By surfacing data in the context of specific OR process paths, the application enables deep analysis and meaningful insight that can be leveraged to save costs, improve utilization, and speed throughput.



Department Explorer: Surgical Services delivers insights to improve the efficiency of your perioperative processes.

## The problem

- **Need to support profitability.** Historically, preop, operating rooms, and PACU have been areas of profitability, but reimbursement changes and other financial pressures stress the need to improve operating room efficiency and resource allocation.
- **Need to facilitate analysis of OR data.** A common difficulty in analyzing surgical services operations is ensuring that metrics align with goals. Highlighting surgical services data facilitates analysis of unique operating room process paths.

## Intended Users

- Perioperative service line leadership and teams
- Chief Operations Officer
- Chief Medical Officer
- Chief Nursing Officer
- Chief Quality Officer
- Chief Patient Safety Officer

## Potential data sources

- EMR - Clinical
- Finance/Costing
- Patient Satisfaction
- Perioperative/OR/Anesthesia Information Systems
- Scheduling Information System

## Key measures

- Volumes
- Throughput times (e.g., turnaround, first case on-time starts)
- Scheduling (e.g., block utilization, room utilization)
- Efficiency comparatives (e.g., performance vs. expectation for start times, case times, turnaround times)

## Our approach

Department Explorer: Surgical Services presents OR data separate from that of other hospital functions, giving users visibility into patient prep, anesthesia prep, room turnaround, room and staff scheduling, and procedure data. This yields insight into improvement opportunities that may contribute to outcomes such as growth in surgical cases, quicker surgical throughput, fewer OR minutes lost to delays, and increased efficiency of block-time utilization.

## Benefits and features

- **Access easy-to-consume, OR-specific data at the granularity you need.** The application provides a summary view—with detail drill-down capabilities—of metrics that reflect operational efficiency. The result? You can quickly and easily identify areas to improve.
- **Identify and understand trends and variation.** Tracking and trending historical volume, procedure, and scheduling data provide actionable information for identification of best practice as it relates to scheduling, block-time utilization, and resource consumption. The application also allows for provider-level case comparison by procedure to further inform improvement efforts.

## Use cases

- The **Administrative Director of Surgical Services** wants to increase the percentage of surgical first case, on-time starts. She uses the application to review first starts and to gauge the impact of late starts on resources; this helps her build a business case for work in this area. Next she and a small work team use the app to discover and prioritize the root causes of late starts (e.g., delayed surgeon, patient not ready, room/supplies not ready), and after interventions to address these causes begin, the team uses the app to track progress.
- The **Surgical Chief of Staff** assembles a small team to find ways to speed OR room turnover. Using the app, they set appropriate targets for turnover based on comparison with best practices. After education and the roll out of the improvement initiative, the team uses the application to monitor staff performance in this area and scan for additional opportunities to improve efficiency.

## Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://www.healthcatalyst.com/success-stories)

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