

October 09, 2015

Results of Spreading to all of Ortho in OR Scheduling

On September 8th, the OR Scheduling team rolled out process changes from Primary Knee procedures to all procedures within the Ortho service based on the success of the knee trial. During the original pilot, the OR Booking office received a complete referral 81% of the time. Since the spread to all Ortho procedures, the rate of complete bookings has stayed nearly the same at 79% complete bookings. Despite the similar success rate, the nearly four time increase in volume of referrals has resulted in four times the number of incomplete referrals. The team's next step is to determine the root causes of these incomplete referrals so that the rate of complete referrals can move towards the target of 100% and continue to reduce the rework and interruptions for the OR booking clerks. This will allow the OR team to continue rolling out the new process to the next surgical service.

Designing Solutions to Reach our Targets

The ICU team is in mapping mode again. We have invited staff from the ED to join us in a mini-mapping session so that we can understand the obstacles of getting ED patients up to ICU and create a future state process that moves us towards our target of 90 minutes. This is not a unique problem for just our hospital but with our group we are confident we will come up with solutions that can be shared with other hospitals.

Have a great Thanksgiving weekend!!

The SOP Team

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