casetabs :Case Study

Crown Point Surgery Center

Crown Point Surgery Center
A Pioneer in Digital Healthcare

Cloud-based surgery coordination at Crown Point Surgery Center drives increased efficiency and improved patient care.

Case study overview

A four OR outpatient Ambulatory Surgery Center (ASC) located in Parker, Colorado, is pioneering a new way for their clinical and business office teams to coordinate surgical cases using Casetabs, a cloud-based platform. The benefits to the surgery center were easily described qualitatively, but when they quantitatively analyzed their time savings from using Casetabs, the results were compelling.

Traditional surgery coordination

Surgery coordination requires enormous dynamic communication and coordination. ASCs are efficient by design, operating outside the constraints of hospital red tape. However, today's coordination process for a surgical case typically involves a fragmented mess of communication through email, text messages, phone calls, white boards, and word of mouth.

When planning a surgical case, communication and coordination is an ever-changing process. The case starts with the scheduler receiving a call or an email about a potential new case. Provided there is an opening, the scheduler books the patient into an unreserved time or within a physician's block time. Once a case is scheduled, there are many unique circumstances that can impact the case or cause it to change. Those affected that need the updates include nurses, office staff, surgeons, anesthesiologists, vendor reps, and others.

Even when cases are not changed after initially scheduled, a host of other issues can arise. Did the patient get their documents for anesthesia? Does the center have the patient's insurance card to verify benefits? Can the anesthesiologist make it to the case? Does the vendor rep know the materials manager needs special equipment to arrive by 3:30pm? Is there appropriate staffing secured for the recently added cases?

The communication process in an ASC is relentless. When the scheduling coordinator at Crown Point Surgery Center, Amy Ishmael, was interviewed she stated, "Before the implementation of Casetabs, the end of the day add-on was such a dreaded occurrence due to the time it would take to communicate and numerous steps that were involved. This interruption would typically take me away from what I was doing for at least a solid 45 minutes, and with our outdated process, it was so easy to miss a step and then have a mess to clean up the following day."

The day of surgery presents a new set of coordination challenges in regards to the flow of patients throughout the ASC. The pre-op nurse constantly checks in with the front desk to confirm their next patient has arrived or find out when they will. The OR staff, surgeon, and anesthesiologist walk around through the operating suite trying to ascertain whether the patient is in pre-op yet and what time they arrived there. In the background, numerous question are being asked over intercom systems, phone calls, and text messages. What bay is my next patient in? Which pre-op nurse is assigned to the case? When is the case in the OR finishing? Each of these touch points takes time and increases the risk of miscommunication.

"The amount of frustration that has been removed from my day is insurmountable, and I can spend more of my energy focused on my patients and their safety. Working without Casetabs is not an option anymore."

Amy Ishmael
Surgery Scheduler

The impact of cloud-based surgery coordination using Casetabs

As of August 2015, many communication/coordination challenges existed for the staff of Crown Point Surgery Center. In the final week of August 2015, the Casetabs coordination suite was launched. The whiteboards were replaced with 50 inch digital surgery boards linked to Casetabs, which in real-time reflects all case updates made by the scheduler and other authorized participants in the surgery process. The paper case add-on sheets were stopped, along with the need for individual text messages and emails historically sent between ASC team members.

Now almost six months later, Amy Ishmael, the surgery scheduler stated, "I would never want to go back to coordinating a surgery without the assistance of Casetabs." A 5pm case-add that would have required overtime and 45 minutes is now accomplished in five minutes. Other benefits include:

• Reduced scheduling errors: Casetabs creates a central hub for sharing case updates between all surgery participants, both internal and external. This reduces communication drops and other coordination errors from information loss caused by fragmented phone, text, and email.

• Decreased staff distractions: Information isn't lost through the inefficient transfer process of calls, texts, and email.

• Improved Patient Experience: More informed and efficient staff can provide better care to patients and better information to family members. The Digital Surgery Boards enable key people to follow the care process from check-in to discharge with decreased distractions from overhead pages and inter-department phone calls.

In this study, we learned there have been concrete time savings achieved from this enhanced surgery coordination process. A single click to update a case now instantly notifies the entire case team of the change. Crown Point decided to try and break down the change in communication points and the time involved – and the results were surprising.

By The Numbers...
Traditional vs Casetabs

Surgery Coordination

Crown Point: Key Stats

Specialties at Crown Point:	Spine, Ortho, General, ENT, Podiatry, Gastro
Size:	4 ORs, 1 Procedure Room
Volume:	450 Cases/mo
Location:	Denver, Co

205 HOURS SAVED PER MONTH

The number of front office staff (82) and nursing staff (123) hours saved per month after implementing Casetabs.

Time saved comes from a reduction in communication touch points, including text messages, emails, phone calls, and updating whiteboards
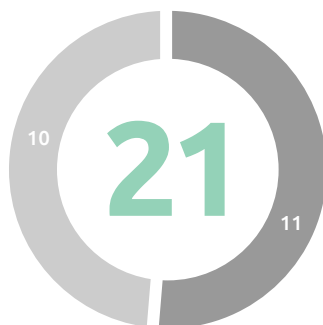
Volume: 450 cases per month

696%
RETURN ON INVESTMENT

Return on investment when strictly comparing acheived staff time savings against the price of Casetabs.
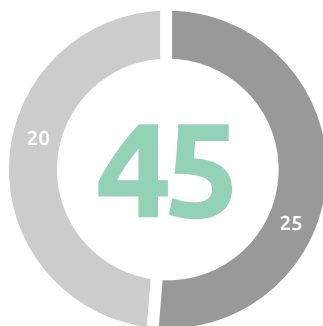

Before Casetabs

Minutes to coordinate one case

21

10 — Office Staff
11 — Nurses

● Office Staff ● Nurses

Minutes to reschedule one case

45

20 — Office Staff
25 — Nurses

● Office Staff ● Nurses

After Casetabs

Minutes to coordinate one case

5

1 — Nurses
4 — Office Staff

● Office Staff ● Nurses

Minutes to reschedule one case

5

2 — Nurses
3 — Office Staff

● Office Staff ● Nurses

$6,577

Monthly savings, calculated by multiplying the nursing and office staff time savings by their respective compensation rate

casetabs

It's the app that keeps tabs on your cases