

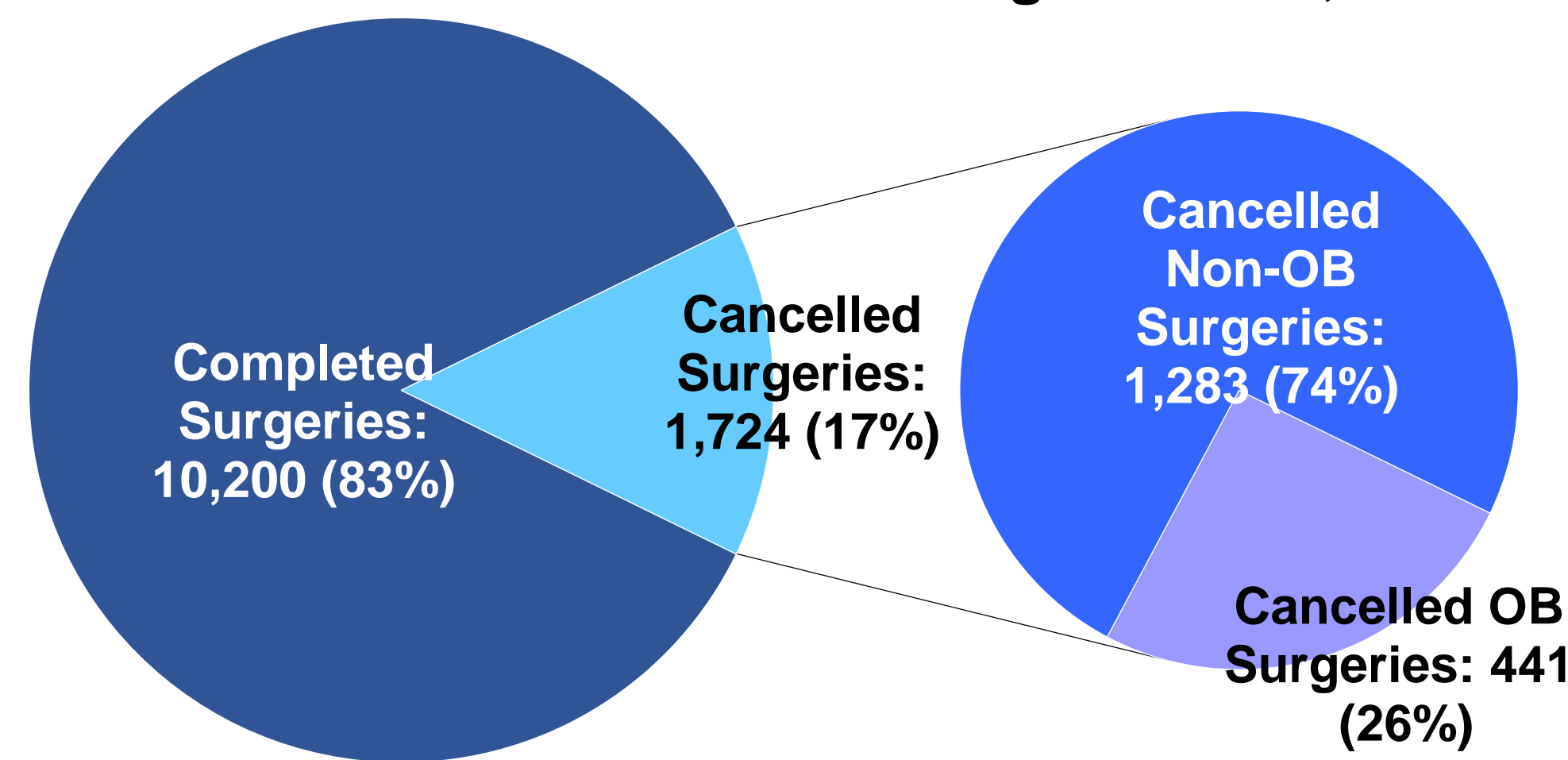
California Health Improvement Project (CHIP) OBGYN Surgery Dollars Recovery Project

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Problem Statement and Underlying Causes

From July 2012 to June 2014 Ventura County Medical Center experienced an average of 72 surgery cancellations per month. 18 or 26% were attributed to the Women's Clinic OBGYN services for elective surgeries, leaving surgery suites empty and representing a subsequent 3 day patient stay revenue loss of \$702,000/month. Causes of the cancellations were attributed to patient communication, patient scheduling preferences, changes in provider, "no shows" and provider scheduling preferences.

Total Number of Scheduled Surgeries = 11,724



Project Description

Create a pre-op clinic that utilizes a surgical nurse who develops a relationship with patients and provides surgery process steering from onset of decision for surgery to scheduled surgery date. The nurse will assist the patient in the navigation of pre-op diagnostic testing, physician communication, and identify barriers to surgery diagnostic testing compliance. The Nurse will provide real time patient communication and be available to answer questions via cell phone to ultimately ensure the patient arrives for surgery or cancels in time to fill the surgery block time with another patient therefore minimizing empty OR suites.

Goal and Objectives

Goal: Improving overall efficiency of Surgery Department at Ventura County Medical Center

Output-oriented Objective:

Increase patient satisfaction score to 90 by December 2015 by increasing the number of OBGYN surgery nurse-to-patient contacts

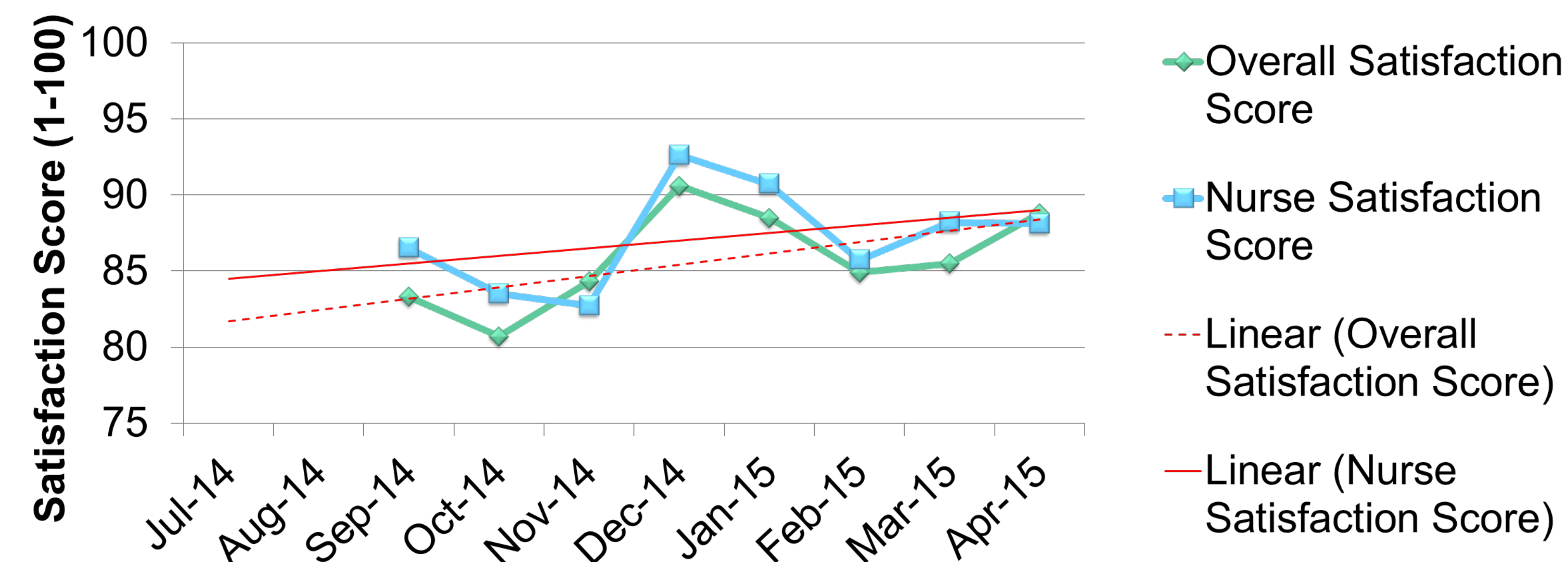
Outcome-oriented Objectives:

- Decrease the number of surgery cancellations for the women's clinic patients 20% by December 2015
- Increase the number of Women's clinic OBGYN surgeries 20% by December 2015
- Recapture 20% of lost revenue for Women's Clinic OBGYN surgeries by December 2015.

Outputs & Outcomes

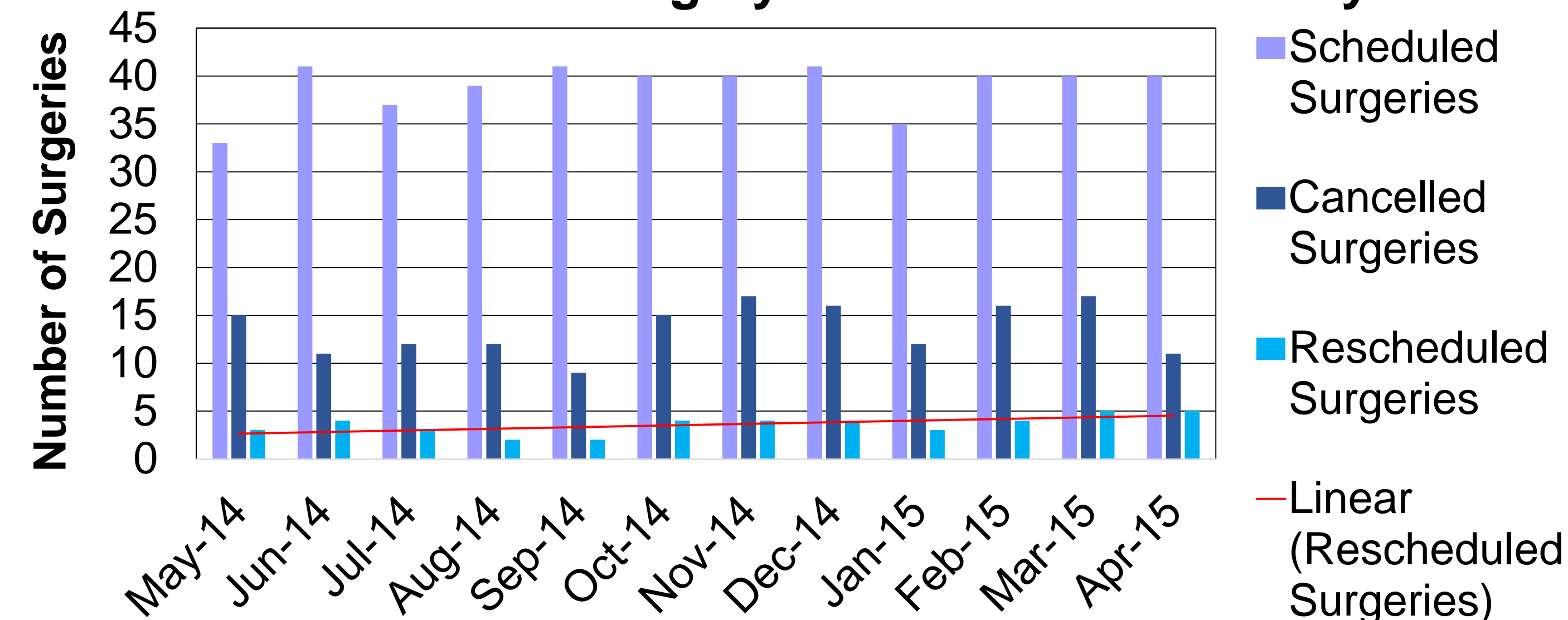
Outputs Achieved

Overall Patient Satisfaction and Satisfaction with Nurse

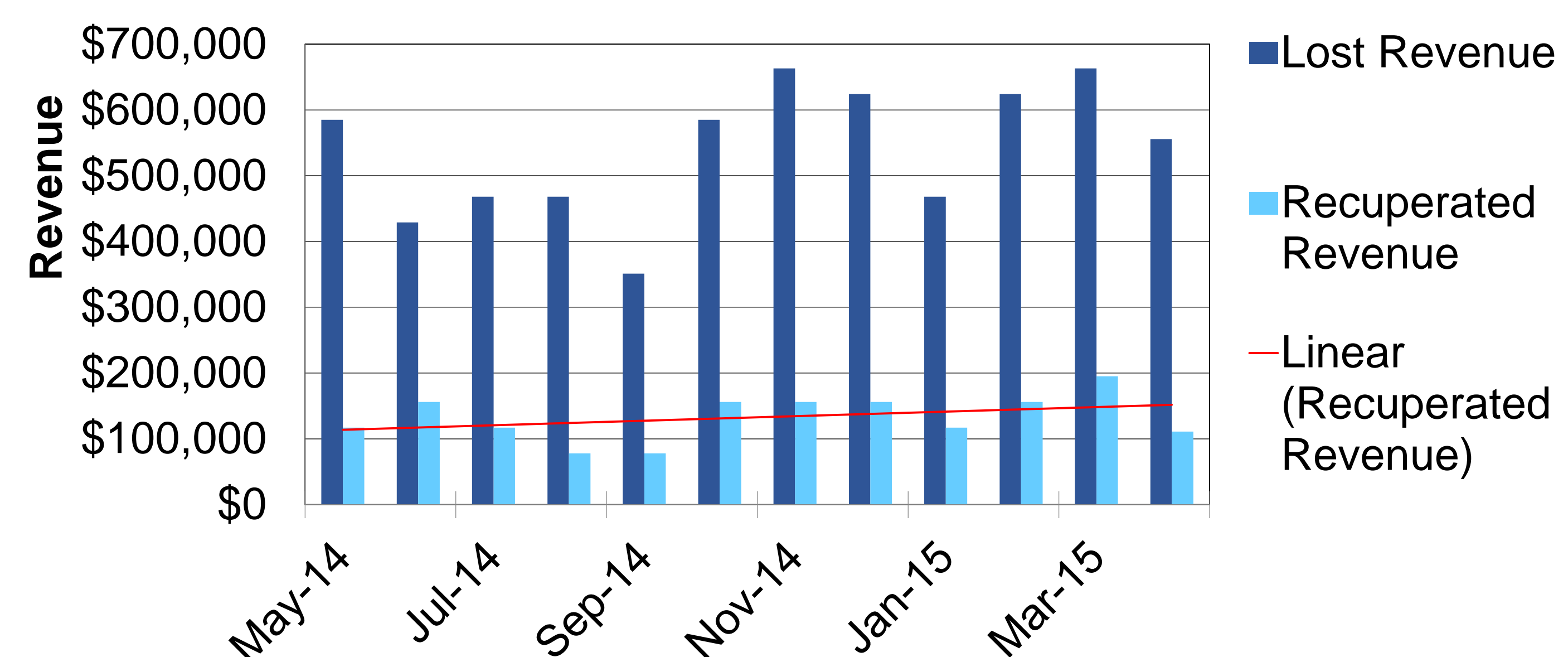


Outcomes Achieved

Women's Clinic Surgery Cancellation Recovery



Lost and Recuperated Revenue



Lost Revenue: \$6,357,000 - Recuperated Revenue: \$1,677,000 = **26% Recuperation of Revenue**

The pre-op nurse contacted OBGYN patients at least once during the course of care to provide education, confirm instructions and illicit barriers to care plan compliance. These interactions drove patient satisfaction scores in an upward manner. Resources for the program were decreased in April, 2015 marking a decline in revenue recuperation. There was no increase in Women's clinic surgeries as predicted. However, 1.6 million dollars in recuperated revenue was achieved over one years time by replacing cancelled surgeries and eliminating OR suite "down time" for the Women's clinic surgery block schedule.

Lessons Learned

The temporary space was not big enough to accommodate patient privacy and efficiency

Physician communication was fragmented and not well delineated resulting in multiple interruptions throughout the day

Patient satisfaction goes up when nurses are involved in the navigation of surgical care

A secured staffing infrastructure and funding is essential for success



About My Organization

Ventura County Health Care Agency is a safety net health care organization that includes 2 acute care hospitals, 24 campus or affiliated clinics, inpatient and outpatient Behavioral Health and Public Health Services.

The Surgery Department has 6 operating suites providing Trauma, OB/GYN, Urology, Neurosurgery, Orthopedics, ENT Plastic, Vascular and Pediatric Surgical Services.

MISSION STATEMENT

Provide comprehensive, cost effective, compassionate healthcare for our diverse community, especially those facing barriers, through an exceptional workforce, education and forward thinking leadership

Contact Me

For more information, contact me:
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CHCF HEALTH CARE LEADERSHIP PROGRAM

To learn more about CHCF go to:
<http://futurehealth.ucsf.edu/>