

A Busy Hospital Speeds Up Turnover Times with Advanced Analytics

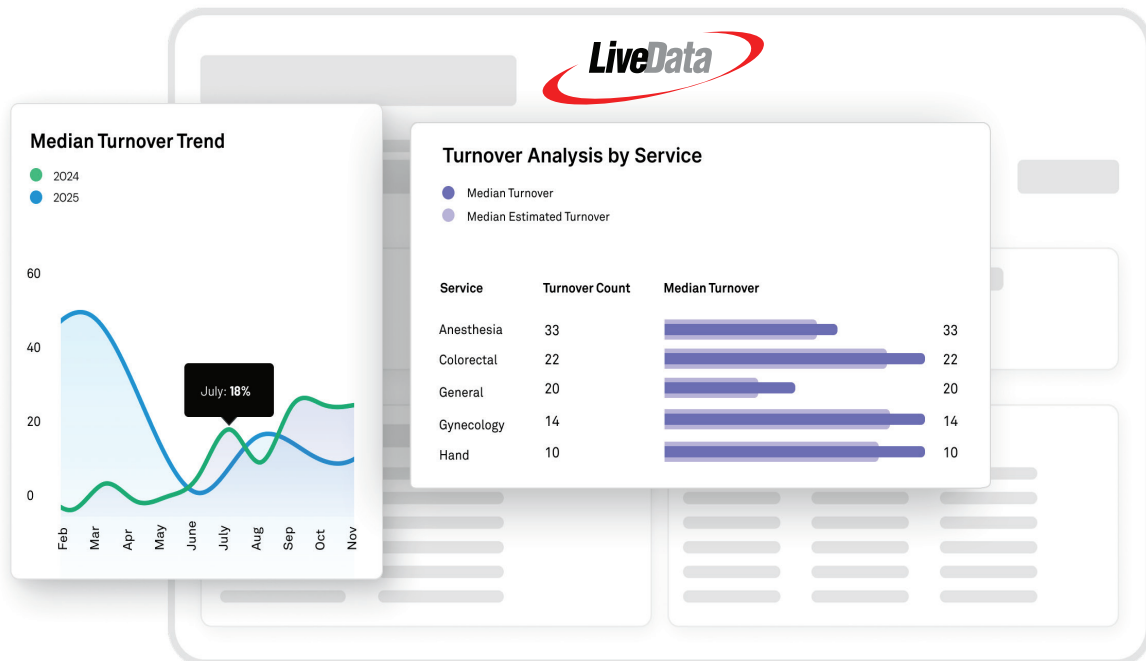
“It’s been an hour and my room still isn’t ready.”

Lauren, the Director of Surgery at a 130-bed acute care hospital, was hearing this from surgeons more than usual. Turnover time (ToT) for operating rooms was increasingly running over her facility’s established goal of 30-minute OR flips.

Every hospital deals with ToT complaints, but Lauren’s EHR gave her few tools with which to investigate. She needed to get detailed, daily statistics on surgical performance in order to make the changes that matter for her hospital’s fast-paced, high-precision workflows.

The Solution

The hospital deployed *LiveData Insights*, which tracks and organizes relevant data about ToT and other perioperative suite benchmarks. New data is incorporated every day.



“We finally got a comprehensive look at turnover time issues. If you really want to investigate surgery workflows, LiveData Insights is set up to make you a super sleuth.”

– Lauren, Director of Surgery



LiveData Insights includes both **pre-built and filterable dashboards** built around themes like Surgical Efficiency and Clinical Quality. They automatically highlight and surface KPIs that helped Lauren see the full picture, like:

- **Overall Turnover Analysis**
 - providing a median, baseline ToT, for a facility's surgical suite as a whole or in specific room and staff-level detail
- **Turnover Outcomes by Service Line**
 - with input from the EHR and other sources, showing what contributes to ToT results, how many times delays occur, and their impact
- **Distribution of Turnover Time by Minutes**
- **Time Lost to Late Starts**
- **Patient Entrance and Exit Times**
- **Time Between Milestones**
 - such as Room Out to OR Clean, and Room Ready to Next Patient in Room
- **Surgeon Scorecards**
 - shareable with surgeons as a way to discuss their performance, or as a report for nurses to refer to

Lauren and her staff could also choose **granular surgery-specific data** to filter for, such as benchmarks by service, room, surgeon, attending, procedure, circulator, case minutes, scheduled vs. add-on; and delay length.

At her hospital, Lauren no longer had to dig through multiple screens in Oracle Cerner day after day to compile info on her own. Thanks to **automatic, real-time data collection and display**, *LiveData Insights* let her surgical suite and executive leadership find the answers they need to support OR management. Regular email updates powered by *LiveData Insights* made communication easier.

Lauren started to monitor the average length of different processes, the slowest hours for turnover, and the productivity of individual staff. Soon, Lauren and her team were calling up visualizations on a moment's notice to find opportunities for improved efficiency. With control over her facility's data, Lauren was able to plan impactful adjustments that would achieve ToT goals, reordering staffing and surgery schedules.

As the surgical team investigated the root causes of ToT delays, their trendline began to see immediate improvement. Morning huddles could begin with clear and complete information from the previous day.

Within 1 year of implementation, ToT reached the hospital's ambitious 50% target for 30-minute turnarounds over a given month.

Now, hospital leadership sets informed priorities about all OR operations by looking at *LiveData Insights* dashboards.

"LiveData Insights has helped our staff make a case to address specific challenges, and united our team around solving problems".

— Sam, Nursing Manager

LiveData develops surgical workflow solutions that address patient safety, team communication, and perioperative access and efficiency. Surgery departments using LiveData tools have documented significant improvements in block utilization, case scheduling accuracy, FCOTS, cancellations, and turnover.

Selected by 90 hospitals with over 700 operating rooms, more than 2 million surgeries have been performed using LiveData to date.

Visit us at livedata.com or call 800-570-6211 to learn more.