



## CASE STUDY

# VA San Diego Healthcare System

## Increasing Access to Surgery for Veterans in San Diego and Imperial Valley Counties

### Client Profile

The Veterans Affairs San Diego Healthcare System (VASDHS) provides health care with advanced technologies to more than 84,712 Veterans in the San Diego and Imperial Valley counties. VASDHS provides medical, surgical, mental health, geriatric, spinal cord injury, and advanced rehabilitation services and includes:

- 296 authorized beds
- 8 operating rooms
- 6 community-based outpatient clinics
- Affiliation with the University of California, San Diego School of Medicine
- One of the largest VA research programs with 205 principal investigators and 611 projects

“At VA San Diego, we are improving first case on-time starts, decreasing the number of hours lost to late first cases, and reducing last-minute surgery cancellations. We track these improvements in real time to enable us to continuously optimize our surgical schedules and increase access to care.”

*William Ardill, MD, Associate Chief Surgical Services and Section Chief General Surgery*

### The Challenge

The U.S. Department of Veterans Affairs (VA) goal is to improve access to timely, high-quality health care for Veterans. To meet the challenge, the Veterans Health Administration (VHA) established initiatives to increase access to care, improve surgical safety and quality, and improve operating room efficiency. These initiatives include measuring and tracking key performance indicators such as same-day surgery cancellations, first case on-time starts, block utilization, 30-day readmissions, and surgical safety and quality. They also incorporate [VHA Directive 1039](#) insuring Correct Surgery and Invasive Procedures and [VHA Directive 1128](#), Timely Scheduling of Surgical Procedures using the Veterans Health Information Systems and Technology Architecture (VistA) Surgery Package.

### The Solution

The VA San Diego Healthcare System (VASDHS) selected LiveData® PeriOp Manager™, a commercially and VA-proven perioperative system of engagement for the current and future EHRM – VistA and Cerner, to increase access to care and track surgical initiatives. In September 2017, VA San Diego implemented LiveData PeriOp Planner, Patient Flow, Family Waiting Board, PreOp Board, OR-Dashboard with Active Time Out, OR-Schedule Board, and PeriOp Manager Analytics in eight operating rooms.

## Measuring Improvements in Just Six Months

VASDHS tracked and measured significant improvements in first case on-time starts and reductions in day-of-surgery cancellations within the first six months of use.

### Coordinating Surgical Prep and Schedules

VASDHS uses LiveData PeriOp Planner to visually coordinate the patient's steps from initial surgical consult through preparation for surgery to OR scheduling.

Each patient's surgical workflow includes a customized preoperative workup. Scheduling and surgical teams track completion of items to ensure patients arriving on the day of surgery are prepared in all critical areas from transportation to lab work.

Cancellation rates that started at 12.9 percent were reduced to 9.4 percent in six months.

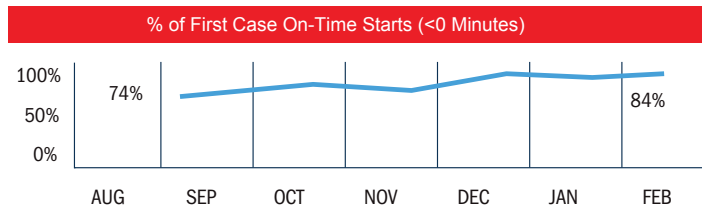
### Tracking Patients in Real Time

LiveData PeriOp Manager tracks the patient journey through the preoperative area displaying operational views on large screen monitors in preop and on clinicians' secure internet devices.

PeriOp Manager enables OR managers and clinical teams to coordinate and manage case workflow in real time synchronizing patients and clinical resources. Within six months of using the real-time workflow information, VASDHC improved first case on-time starts by 10 percent.

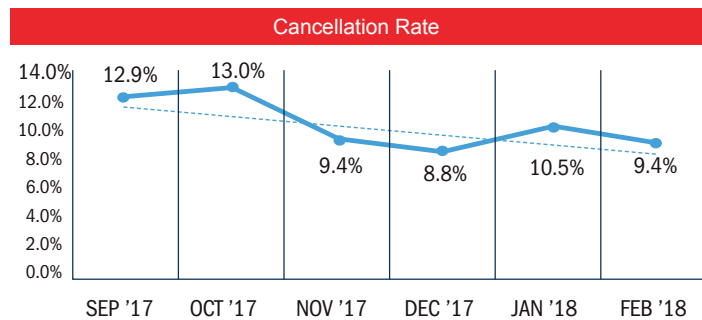
#### Reduced Surgical Case Cancellations

VA San Diego reduced cancellation rates by 3.5% in the first 6 months.



#### First Case On-Time Starts

San Diego's first case on-time starts increased by 10% in the first 6 months.



### Summary

VA San Diego Healthcare System increased access to surgery using LiveData PeriOp Manager to improve efficiency and utilization of surgical resources. Team communication with real-time, visually-rich displays of case workflow guided patients and clinicians through pre-admission workups and pre-operative milestones. Integrated perioperative workflows synchronized patient preparation with operating room readiness to improve first case on-time starts. PeriOp Manager Analytics provided real-time data directly from clinical and operational systems empowering OR managers and hospital leaders to track, manage, and continually improve key performance indicators.

### About LiveData and DSS, Inc.

LiveData, Inc. and Document Storage Systems, Inc. (DSS, Inc.) partner to deliver and implement LiveData PeriOp Manager. PeriOp Manager visually integrates patient information and perioperative case workflow to coordinate and manage the patient's journey through surgery. DSS, Inc. integrates PeriOp Manager with the Veterans Information Systems and Technology Architecture (Vista) health information system and installs the solution throughout the OR suites.

For more information about PeriOp Manager, visit [LiveData](#) and [DSS, Inc.](#)