



# Process Management Technology Solutions

*Analyzing and  
Improving Surgical  
Services Processes*

 **PeriOptimum**<sup>™</sup>

*Real-Time Efficiency for Real-Time Care*



## PeriOptimum Improves Your Processes

In order to understand an institution's challenges, you must understand the ins and outs of the operation. PeriOptimum's Process Management Team carefully studies those processes and collected data to carefully craft customized efficiency solutions for any given institution and any given under-performing area in the perioperative environment.

Our goal is to improve surgical service throughput and return-on-investment by adopting processes and utilizing the facilities own data to drive intuitive capacity distribution decisions. Data extracted from hospital systems is used to change, improve and streamline block management and surgical processes.

Our On-site Team is a group of seasoned perioperative nurses who have a deep understanding of staff and management positions. They use their rich knowledge base to identify bottlenecks and quickly map out a hospital's inefficient processes. Using the data extracted from the hospital's own files, our experts are able to analyze slices of time and quantify the impact of identified issues. The results empower managers of the surgical areas with the ability to improve their services with structured efficiency. Hospital management is given the peace of mind that their operation is being run in a predictable and efficient manner. Finally and most importantly, the patient and their families receive the care that an institution prides themselves in giving.

# Powerful Tools for Process-changing Improvements

Our process management technology solutions include the following:

**PeriOperative Improvement Evaluation (PIE):** One-time, objective synopsis of your perioperative performance. This includes an on-site observation of your perioperative process and a detailed analysis of two years of your hospital's surgical information management system data (SIMS).

**Surgical Analytics Services (SAS):** Framework through which all key indicators in the OR can be isolated, analyzed, and continually improved.

**Surgical Capacity Improvement Program (SCIP):** Process improvement programs for possible areas of concern including block management, pre-admission testing, staffing and turnover times.

**RealView™:** Comprehensive real-time workflow management and patient tracking system that displays the real-time schedule, location patients and their current status, in any procedural area.\*

## The Benefits to You

Our continuous process improvement solutions enable OR decision-makers with the ability to make better strategic and daily decisions:

- Increased throughput with improved bottom line and/or increased revenues
- Better utilization of capacity; including personnel, ORs and equipment
- Increased patient satisfaction raises Press Ganey and C-CHAP scores
- Improved quality of care in a more efficient perioperative environment

*\* Please refer to our RealView brochure for a more in-depth look at this solution*





# Perioperative Improvement Evaluation (PIE)

PIE is a one-time objective and comprehensive report of your perioperative process. This evaluation requires three weeks and is divided into two separate parts. The first will be an on-site assessment of the perioperative process, and it will last about three days. This will conclude with a brief summary to administration of PeriOptimum's finding thus far. A more in depth presentation of the evaluation will be presented to the hospital on a separate occasion approximately three weeks later. This will be conducted by PeriOptimum's nurse consultants and it will be a very detailed summary of what they have learned, along with a more efficiently mapped out perioperative process. With this unique picture, we work with you to prioritize the processes most in need of attention and provide realistic, actionable recommendations and optimization objectives.

## The PIE process requires two phases:

**1. On-site evaluation** – This entails PeriOptimum's team of experienced OR nurse consultants to be on site for approximately three days in order to conduct an analysis of the perioperative process. While there they will interview several members of the hospital, including but not limited to, administrators, surgeons, anesthesiologists, nurses, central sterile, etc. In doing this they are able to identify inefficiencies, bottlenecks, and any area that maybe potentially problematic. In doing this it will also tremendously help PeriOptimum to map out the perioperative process in the most efficient way possible. On-Site evaluation entails:

- Strategic Direction Assessment
- Key Stakeholder Interviews
- Current Process Mapping
- Data Audit & Analysis

**2. Off-site data extraction** – In this phase of PIE, PeriOptimum's *Data Analysis Team* will extract the data from the hospital's surgical information management system (SIMS) dating back approximately two years. Once the data is on PeriOptimum's server the data team will "clean it up" and begin to analyze it through several different formulas. With the help of this information PeriOptimum will be able to present and report on:

- Internal/External Benchmarking
- Identification of Optimization Opportunities
- Trends of Performance Indicators such as Block/OR utilization, out of prime-time utilization, rooms running, Staffing indicators, turnover times and scheduled vs. actual start times

- Prioritized Action Plan

# Surgical Analytics Services – (SAS)

PeriOptimum's Surgical Analytics Services (SAS) provides the data and consulting expertise for hospitals to optimize the management of their perioperative services. Using a hospital's existing data, SAS is a step above the reports available from traditional perioperative information systems. Our unique industrial engineering perspective and perioperative expertise transforms data into actionable information that surgical services managers can utilize for decision support in their departments. With more than 60% of a typical hospital's revenue coming from surgical services, it is vital for organizations to base their decisions on the best information possible.

SAS is a subscription-based service that contains two primary components:

1. A Web-based analysis system
2. Data analysts and nurse consultants. The nurse consultants, who have extensive perioperative management experience, review all of the optimized information with clients.

The analysis system uses extracted data from a hospital's existing databases, processes it, and posts it onto a secure web site for the client. After extracting data from the disparate systems in your perioperative process, we create presentation-ready reports. Our data warehouse provides a wide variety of analyses in comprehensive, yet intuitive formats for your managers to make better decisions quickly. Our consultants analyze and consolidate information providing you with a dashboard of common metrics and we are available to review all reports with you in person or by phone. Via the web site, SAS clients have the ability to view a snapshot of their organization's performance indicators, run hundreds of pre-configured reports or view their data in a variety of formats for analysis, 24/7.

PeriOptimum also offers with SAS ad-hoc, the ability for client managers to completely customize the charts, tables, and graphs they want through different parameter sets. PeriOptimum analysts are available to customize the indicators displayed on the SAS client web site. Analysts will not only help organizations create additional indicators on the SAS web site, but also assist with data collection and how to track the indicators over time.

# How Surgical Analytics Services Works for You

From the very start our complete process analysis gives your institution actionable data and recommendations:

**Data Extraction/Transfer.** We will work with clients to establish links with existing hospital databases for data extraction and transfer. This is HIPPA compliant.

**Initial Analysis and Web Site Setup.** We will import, review, clean and translate the data into a reportable format. The client will be able to access the web site where there are built-in analyses and reports.

**Initial Review and Training.** Our team members will review critical indicators, associated reports, current benchmarks related to these indicators.

**Monthly Extracts and Review.** PeriOptimum will update SAS monthly with data extracted from the client. Each month, the web site will be updated with a new set of reports and analysis, including any special data requests.

**Quarterly Review.** Every quarter our team members will review the data and prepare an updated analysis and recommendations report.





## Surgical Capacity Improvement Program – (SCIP)

PeriOptimum's SCIP is a revolutionary service for healthcare providers. By utilizing SCIP, hospitals create a more stable, predictable, and efficient environment by improving specific areas of concern. This will translate into increased revenues and/or reduced costs with no impact on clinical practice. Predictable environments where expectations are met also lead to increased satisfaction among physicians, staff, patients and their families.

Types of services commonly requested in SCIP include, but are not limited to:

- Capacity or block management
- Pre-admission preparation process optimization
- Staffing optimization
- Turn over time analysis and process re-engineering
- Case preparation improvement
- Surgical schedule smoothing
- Supply chain & charging analysis
- Leadership Assessment
- Interim management/management outsourcing

PeriOptimum's team will help to implement which ever improvement programs the healthcare system deems as an imperative need. We will work with you on these one at a time or we can pick and choose several to work on at once. Clients enrolling in SCIP also have the luxury of choosing a la carte from the above list or they can take part in each improvement program; it's totally up to you and your needs.



## Efficiency-driven Improvement Solutions

We serve our Clients by improving surgical service throughput and return-on-investment by adopting processes and utilizing the facilities own data to drive intuitive capacity distribution decisions. Data extracted from hospital systems is used to change, improve and streamline block management and surgical processes. This streamlining improves efficiencies, and the morale of the perioperative staff. Our improvements have been culture-changing for many of our Clients. And with improved efficiencies in perioperative care, patients and patient family satisfaction has seen significant increases.



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# What PeriOptimum Can Do For Your Hospital

**PeriOptimum** is a provider of unique Technology and Process Management Solutions that help hospitals improve real-time case management and throughput in the hospital surgical environment. By allowing doctors, nurses and managers to have real-time access to patient information and surgical resources, efficient, real-time decisions can be made. The company was established in 1998 and is based on the research of Dr. W. David Watkins, whose academic and clinical work at the University of Pittsburgh Medical Center, Duke University Medical Center and Massachusetts General Hospital quantified the opportunities for achieving perioperative efficiencies through transparent and strategic management of workflow and staffing.

**For more information, contact us at:**  
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