MDmetrix

CASE STUDY

OR Suite Increased Case Volumes By Improving Patient Flow

"MDmetrix enabled us to increase case volume in our ENT OR by 33% and still finish on time."

Kayla Reece, RN, OR Director

THE CHALLENGE

An OR suite performed over 10,000 surgeries a year across a wide range of specialties (ENT, orthopedics, urology, ophthalmology, plastics, general surgery). Historically, efficiency was measured using first case on times starts (FCOTS) and block utilization.

Perioperative leadership wanted to increase efficiency and revenue, but they were stymied. They had no practical ability to query their EMR data across patient operations, so they struggled to understand performance of workflows underlying their system. So, capacity was constrained by traditional block metrics.

FOR MORE INFORMATION, CONTACT US

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THE SOLUTION

MDmetrix's OR Advisor was introduced as a self-service clinical performance platform. This allowed clinical teams and their leaders to directly access real-world data collected by their EMR. Now, they could visualize and understand the key components of their workflow system, empowering them to develop focused improvements that increased capacity.

Volume
↑ 33%

RESULT

Increased ENT case volume from 12 to 16 cases per day, without adding staff or block time.

Revenue
↑ $6M

RESULT

Added $6 million per year in billable charges for ENT service line.
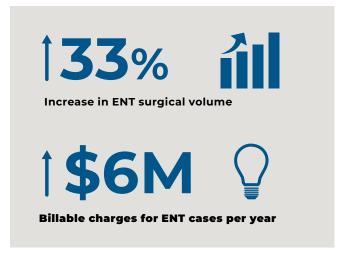
THE DETAILS

For many years, this high-performing OR suite had been using "first case on time starts" (FCOTS) and "block utilization" as key metrics to drive surgical scheduling and to measure operational performance.

MDmetrix enabled perioperative leadership to look beyond these metrics. Now, OR leaders and staff continuously evaluate start-times, prep times, and procedure times across cases – drilling down on-the-fly by provider and by surgery type. With easy, self-serve access to insights across workflows and treatments, perioperative leaders and clinicians rapidly adapt care. As a result, the OR suite has dramatically improved patient flow across its system.

THE RESULTS

ENT case volumes increased from 12 patients per day to 16 patients per day, generating over $6 million per year in additional charges. MDmetrix continues to help leaders and frontline staff monitor and adapt performance of the clinical system, to find new capacity opportunities and to ensure improvements "stick." With

a constant flux of new staff, procedures, and protocols, the team is continuously measuring performance. And, the perioperative team is now replicating this ENT capacity enhancement across all high-volume service lines.

↑ **33%**

Increase in ENT surgical volume

↑ **$6M**

Billable charges for ENT cases per year

"It's hard to fix what you can't see. MDmetrix delivers insights into our clinical system so we can make it better."

Dr. Sanjay Parikh, Medical Director

THE BENEFITS

- **Patient Outcomes**
  Decreased waiting times for surgery, and improved access to care. 835 more patients served per year.

- **Increased Case Volumes, Increased Revenue**
  33% increase in ENT cases, from 12 cases per day, to 16 cases per day. Additional billable charges of over $6 million per year.

- **No Extra Staff, No Additional Overtime**
  No additional staff were required to achieve this increase in capacity. With no change in late OR finishes, no overtime costs were incurred. Instead, resource utilization surged.

835
More Patients

RESULT

Maximized capacity by looking beyond traditional metrics to understand provider and workflow performance.

0%
Increase in cost

RESULT

Preserved existing staffing model, without running late or incurring additional overtime.