

Using Lean Process Mapping to Improve First Case On Time Starts in an Academic Medical Center

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BACKGROUND

Timeliness in operating room schedules is crucial to optimizing hospital efficiency, patient and provider satisfaction, and surgical outcomes. The First Case on Time (FCOT) project at University Medical Center of Southern Nevada (UMC) aims to address delays in the start times of the first surgeries of the day.

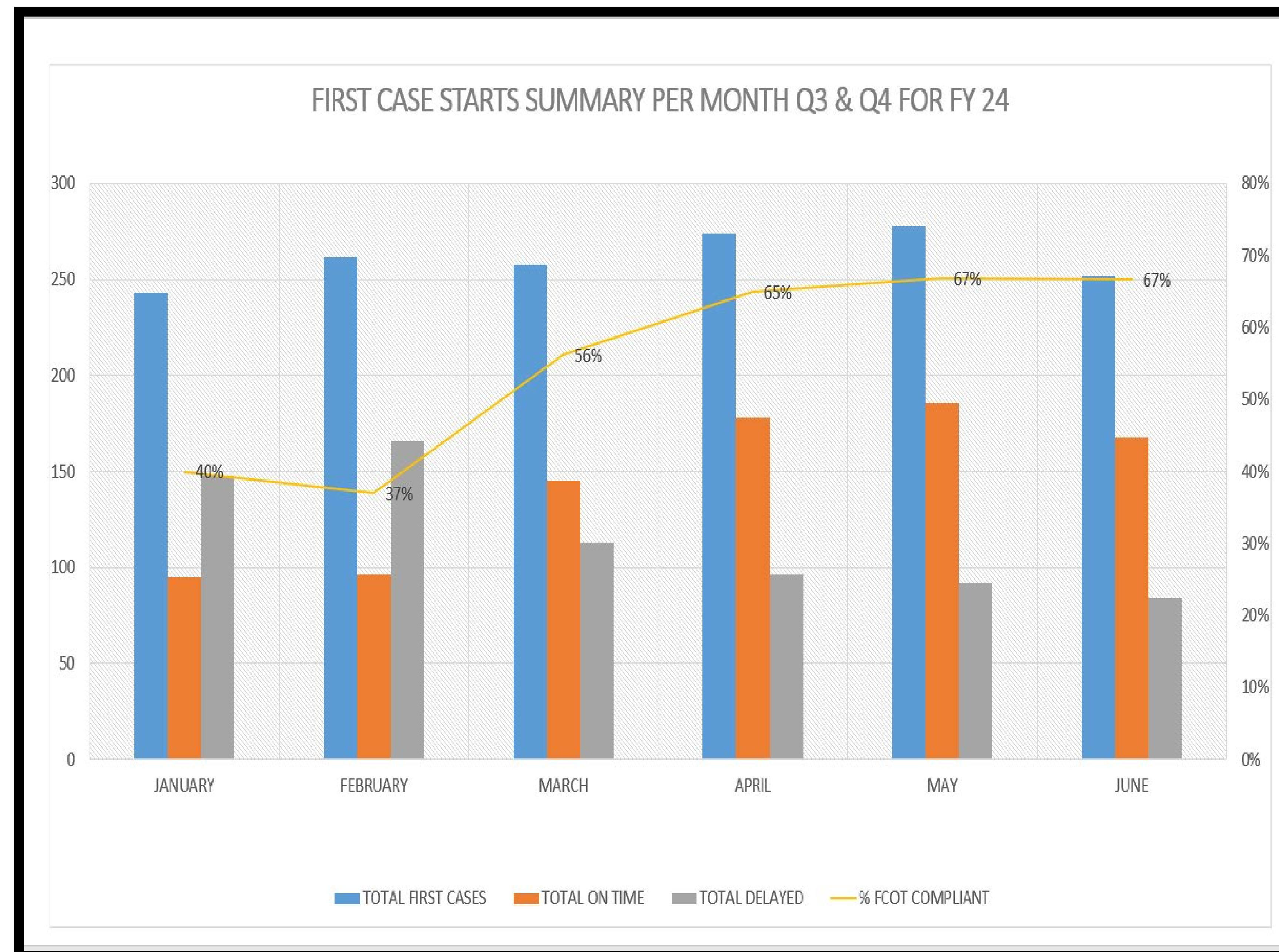
PURPOSE

The project seeks to improve the punctuality of first surgeries by identifying and mitigating factors contributing to delays. The primary goal is to ensure that at least 60% of the first scheduled cases start on time, utilizing Lean Six Sigma methodology.

METHODS

The FCOT project employs a multi-faceted approach:

- Baseline Data Collection and Analysis:**
 - Analyzing previous year's FCOT data to identify initial concerns.
- Stakeholder Engagement:**
 - Forming a core group and educating on the importance of timely starts, involving surgical teams, anesthesia providers, nursing staff, and administrative personnel.
- Data Collection and Analysis:**
 - Tracking of first-case start times to identify patterns and root causes of delays.
- Process Optimization:**
 - Implementation of targeted interventions like preoperative checklists, improved communication protocols, report tools, and enhanced patient preparation procedures.
- Monitoring and Feedback:**
 - Continuously monitoring start times and holding regular feedback sessions to review progress. Implementing accountability measures for behavioral and process-related delays, and making necessary adjustments.



RESULTS

Preliminary results indicate a significant reduction in first-case delays, with on-time starts increasing from 35% to 66% within three months. Staff feedback indicates improved morale and a more predictable daily schedule.

CONCLUSIONS

The FCOT project at UMC demonstrates that systematic, collaborative efforts can substantially improve the timeliness of surgical operations. Continued focus on process improvement and stakeholder engagement is essential for sustaining and building upon these successes. The project enhances operational efficiency and contributes to a better working environment for staff and a better overall experience for patients.

REFERENCES

For access to references, please scan QR code.

