



A Hospital Attracts New Cases by Providing Scheduling Transparency to Surgeons' Practices

Case Study: LiveData PeriOp Planner™



“This was an incredible enhancement to the way that we operated outside of the OR. PeriOp Planner helped our small but mighty scheduling team earn a reputation as the best in the region for booking cases.”

Director of Surgery, Suburban Hospital



Our Client

This 5-star CMS-rated suburban acute care facility has 10 operating rooms and 3 procedure rooms to accommodate over 10,000 surgical cases per year. With eight hospitals and several ambulatory surgery centers nearby, local surgeons have a plethora of choices at which to schedule cases. To be the surgeons' first choice, this hospital needed to excel in its OR scheduling workflow.

The Problem

The hospital increased their OR capacity via analytics-driven insights, and prepared to serve more patients who require surgery. With eight hospitals and several ambulatory surgery centers nearby, local surgeons have a plethora of choices at which to schedule cases. The hospital team proactively reached out to local practices to understand what was blocking case growth.

The hospital learned that OR availability was not always what inhibited case growth. Instead, the hospital heard that surgeons couldn't find the newly-opened slots in the calendar. An old-school scheduling process was getting in the way.

Although the hospital released their block time seven days in advance - and had unused time - surgeons unaffiliated with the hospital lacked visibility into OR schedules. Without some access to the surgical schedule, local surgeons found it more difficult to book operating rooms at the hospital compared to over a dozen other nearby hospitals and ASCs. **Surgeons had such difficulty finding OR time outside of their narrow assigned blocks that many practices did not bother looking for more.**

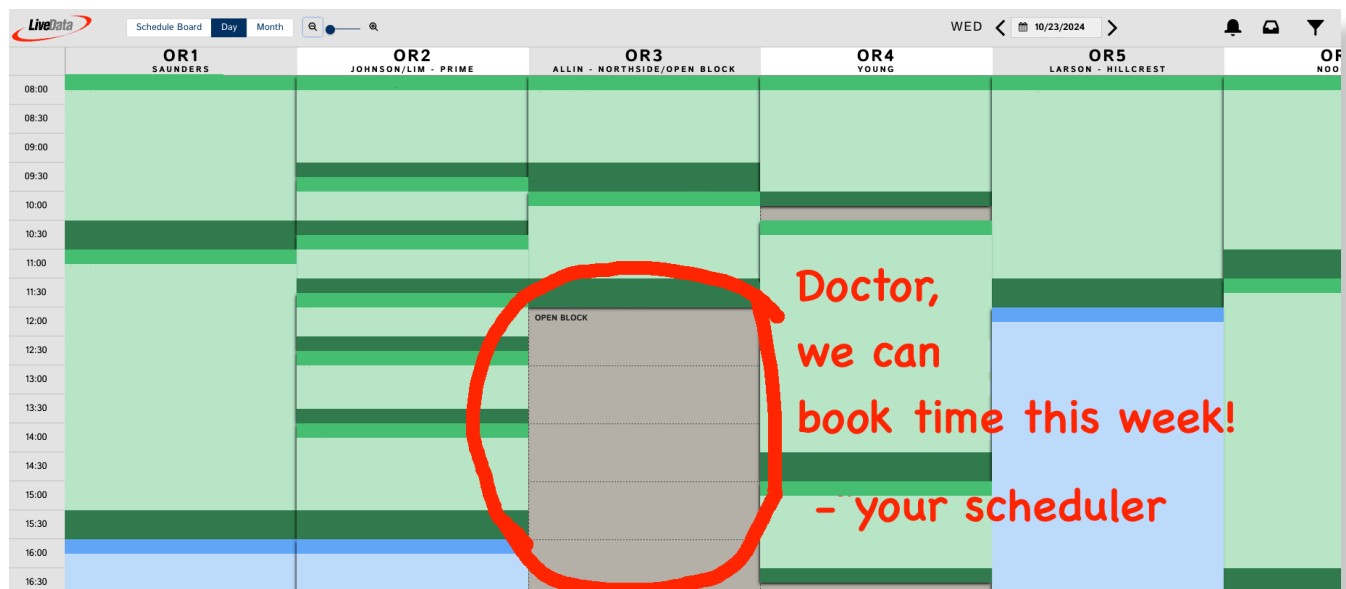
The in-house staff was dealing with an inefficient process as well. The hospital's small scheduling team was overwhelmed with dozens of pages per case, and used a combination of multiple faxes, emails, and phone calls per case to tentatively add a case to the schedule.

Nursing staff pressed the hospital to investigate tools that could expand Cerner's feature set around scheduling workflows. When word reached the hospital's CFO, he suggested finding a tool that could be placed in surgical practices. They looked to LiveData for additional solutions.

The Solution

The hospital streamlined their scheduling process by implementing **LiveData PeriOp Planner**. This scheduling solution was integrated with the hospital's Oracle Cerner EHR, other LiveData PeriOp Manager modules, and each of their surgeon's offices.

PeriOp Planner shows surgeon's offices a real-time visualization of open block time at a hospital. Now, a clinic scheduler could easily log in and see what was available at the hospital.



The ability to see into a hospital's master OR schedule streamlines communications between local practices and hospital administrators, doing away with longstanding booking challenges. PeriOp Planner promised a way for surgeons to request OR time before their patient leaves the office. As a result, the hospital would experience a dramatically faster method for booking cases.

PeriOp Planner is active at over 100 hospitals nationwide, but adapts to the needs of individual sites. This hospital, for example, asked LiveData to customize their installation of PeriOp Planner so that surgeons could see if they had a joint case with another surgical team.

The leadership team initially took a slow approach to the rollout, so as to closely monitor adoption and surgeon satisfaction. The hospital piloted it with seven of their most vocal and responsive outside practices. LiveData's team was there every step of the way, providing training for the schedulers in the offices to start using PeriOp Planner.

Word quickly spread that PeriOp Planner was a must-have solution. By the end of the first month, the hospital's pilot expanded to three more surgical practices. By the end of the five month rollout, 24 of 35 surgical practices scheduling cases at the hospital did so using PeriOp Planner.

Case volume growth resulted just from putting PeriOp Planner - and with it, the hospital's schedule - in the practices' offices.

The Results

Rooms	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00
OR1			ELLIOT Co ■ (A) Goldblatt, Dan/923115359 ELLIOT,STEPHAN Exploratory Laparotomy, Small Bowel Resection						St ■ (A) Lockett, Alma/426322433 Elliot ELLIOT,STEPHAN Ventral Hernia Repair with Mesh						S ■ (A) Peters, Ruben/87087 Elliot ELLIOT,STEPHAN Appendectomy Laparoscopic		
OR2			JOHNSON Co ■ (A) Peru, Ki... JOHNSON, PATRICK Phaco with IOL, Left	Co ■ (A) Hall, Will... Johnson JOHNSON, PATRICK Phaco with IOL, Right	Co ■ (A) Igel, Randy/897... Johnson JOHNSON, PATRICK Corneal Transplant				St ■ (A) West, Kenda/93... McGovern MCGOVERN, TIM Ulnar Tunnel Release			S ■ (A) Walsh, Larry/627839984 McGovern MCGOVERN, TIM Resection Ganglion Cyst			S ■ (A) Mahon McGovern MCGOVERN, TIM Carpal Tunnel Rel		
OR3			SAYERS Co ■ (A) Lawrence, Alan/382287333 Sayers SAYERS, AUTUMN Arthroscopy with ACL Repair, Left						St ■ (A) Rodriguez, Shirley/639495279 Sayers SAYERS, AUTUMN Knee Arthroscopy with Anterior Cruciate Ligament Repair				S ■ (A) Thompson, Eric/634548602 Sayers SAYERS, AUTUMN Shoulder Arthroscopy with Rotator Cuff Repair				
OR4			OPEN BLOCK	Co ■ (A) Gange, Elizabeth/468274111 Whitfield MASON, LISA Total Abdominal Hysterectomy					Co ■ (A) Loftis, D... Mason - Prime MASON, LISA Hysterectomy				S ■ (A) Hall, Karen/407229680 Mason - Prime MASON, LISA LAVH				
OR5			PIKE Co ■ (A) Montoya, John/576471495 Pike PIKE, SUSAN Bilateral Hydrocelectomy		Co ■ (A) Murdoc... Pike PIKE, SUSAN Bladder Biopsy				Co ■ (A) Hellyer, Samuel/118277... Pike PIKE, SUSAN ESWL, Left				S ■ (A) Pierson, Cecil/788328033 Pike PIKE, SUSAN TURP			S ■ (A) Rutkov Pike PIKE, SUSAN TUR Bladder Tum	
OR6			DOMINICK Co ■ (A) Davis, Dee/911371308 Dominick DOMINICK, ANDREW Left Anterior Thoracotomy, Pericardial Window						St ■ (A) Jones, Richard/355478356 Dominick DOMINICK, ANDREW Robotic-Assisted Upper Lobectomy						S ■ (A) Keenar Dominick DOMINICK, ANDR Pneumnectomy,		
OR7			OPEN BLOCK										S ■ (A) Gray, Tammy/915547235 Citizen CITIZEN, SAM Shoulder Arthroscopy with Rotator Cuff Repair, Right				

LiveData PeriOp Planner yielded impressive results within the first year of implementation:

Additional
yearly cases
3% growth

Additional
yearly revenue
\$2,700,000+

Additional
yearly margin
\$1,700,000+

This is a conservative estimate, excluding emergent, urgent and add-on cases managed via PeriOp Planner.

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 670 operating rooms, more than 1 million surgeries have been performed using LiveData to date.

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