A Hospital Reduces FCOTS Delays by 70% Using Real-Time Data Collection

"Once we understood the root cause of our first case on-time starts, we were empowered to have data-driven conversations with surgeons who were habitually late. Now, every surgeon understands the importance of starting their day on time, and the consequences of not doing so."

— Director of Surgery

The Problem

A respected hospital with 10 ORs, 130 beds, and 10,000 surgeries per year was struggling. While a first case on-time starts (FCOTS) daily goal of 90% had been set by OR leaders, the perioperative suite struggled to meet this benchmark. The hospital's management and clinical leadership have waged an ongoing battle against costly delayed minutes in the OR.

A review of performance data with the OR Executive Committee revealed some barriers to achieving their 90% FCOTS goal, such as:

- Staff not calling CRNAs to roll with the patient back to the OR
- CRNAs not carrying their phones, leading to miscommunication on the time to roll to the OR
- Staff lacking a sense of urgency in having rooms prepared
- CRNAs not given ownership for the patient to be in the room by 7:30
- Anesthesia readiness
- Clinician and turnover delays

However, it was difficult to determine whether poor communication or the timeliness of the surgeon's arrival were key contributors to FCOTS delays. The hospital's homegrown measurement tool gave delayed results, lacked visual indicators, and required manual work from the charge nurse.

LiveData's Solution

The hospital had already implemented LiveData OR-Dashboard™ with Active Time Out®. OR-Dashboard guided surgery teams through safety briefings, timeout, and debriefings using an electronic "clicker" synced to a digital display in each OR. Clinical staff got to know and love **The Clicker**, which also timestamped critical day-of surgery milestones and sent them back to the EHR and nursing station.

To improve the accuracy and timeliness of data collection, the hospital requested that LiveData's team add an *OR Ready* indicator to OR-Dashboard. The LiveData team also created an OR Ready indicator for OR-Schedule Board™ – another LiveData solution outside of the OR that displays the status of every case.

This way, staff setting up and monitoring the room – using the same familiar clicker as the surgery team – could show everyone in real time when a room was ready to receive the patient, when the procedure ended, or when the patient left the OR.

Similarly, the OR and Day Surgery staff work together to ensure the *Patient Ready* indicator has been logged, and automatically sent to the EHR, before updating the patient's status to OR Ready.
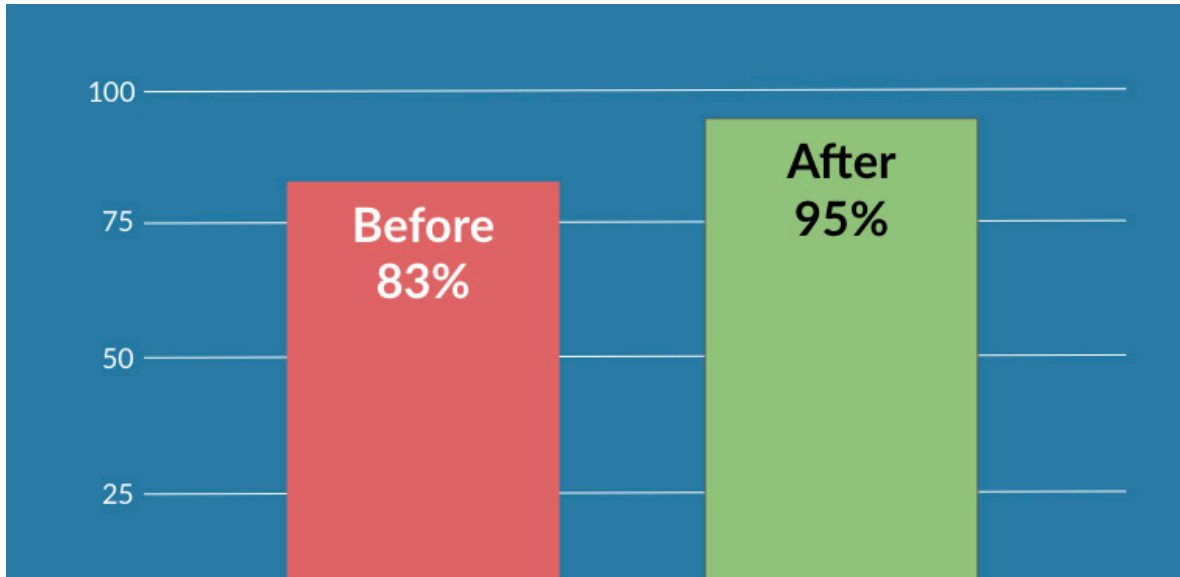
Our Results

Charge nurses could now record and track indicators like the Surgeon Arrival Time, Patient in OR, Patient Ready, and delays in real time. Periop suite staff were pleased that the clicker took care of manual inputs and timestamps, while hospital leadership was thrilled to get a closer look at daily operations.

The OR Executive Committee regularly reviews the data to determine appropriate action. In this case, the data showed that the highest percentage of delays could be attributed to the surgeon's late arrival - and uncovered how impactful it would be to address it.

Armed with real-time data on demand, the Committee Chair asked for the delay statistics to be displayed in the Surgeon Lounge. The Chair also sent a memo to all surgeons reminding them of the FCOTS goal, and the consequences if the surgeon had a specified number of late-start occurrences in a quarter.

Surgeons were responsive and late arrivals quickly improved. The data-driven monitoring increased FCOTS from 83% to 95%.

FCOTS Improvements

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.

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