

## Case Study: Lee Health Park Medical Center Surgical Services



### Improving Flow and Focusing on What Matters

With surgical volumes continuing to climb, Lee Health explored every option. A team of nurses, technologists, and perioperative assistants, led by a project manager from Opus, quickly identified multiple opportunities. Scientific analysis of the Operating Room operations found staff working harder than they should have to. There were numerous ways to improve both communication and synchronization between the nurses, anesthesiologists, surgeons, and other team members.

The team made good systems even better, to ensure on-time starts every time. Frustrations were removed so the staff could focus on what matters most: the patient.

#### Surgical Services Results:

- Decreased total room setup time by 60%
- Better communication between Anesthesia, Surgeons, and Staff
- Better patient flow through Pre-Op and ORs
- Increased physician timeliness
- Increased capacity
- Less heroic measures required for On Time Starts
- Standard Work created for clinical and support staff
- Supplies organized and right-sized
- Continued growth in cultural excellence

“After multiple attempts at continuous improvement, using different resources, I believe **we have finally found the correct formula for long term success.**”

- Kandy D., *Director of Surgical Services*

## About Opus:

- Leaders in Healthcare process improvement
- Identify improvement opportunities across Pre-Op, OR operations, PACU and Sterile Processing
- Develop new sustainable best in class processes with the Opus Model for Sustainable Improvement
- See your OR improve with data-driven decisions and collaborative problem solving

*“Most people look to solve problems, not to build the capacity of the organization. Opus helped us to do both, solving the urgent problems while creating a new culture.”*

- Alan Aman, COO, Sutter Health  
Palo Alto Medical Foundation  
Santa Cruz

## Scientific Approach

The Opus approach to Process Excellence (PEX) combines a scientific approach to root cause problem solving with careful change management and leadership development. Our proven model includes assessing for opportunity, building the case for change, engaging front-line staff in root cause analysis that drives improvement, and establishing systems for sustainability and ongoing improvement.

## The Opus Model for Sustainable Improvement

