

OR Scheduler reduces Baylor Scott & White Surgicare hours spent on scheduling from 15 hours per week to 1 hour with new technology.

CASE STUDY



OR Scheduler

OVERVIEW

Baylor Scott & White Surgicare, in Fort Worth, is one of the busiest Ambulatory Surgery Centers in the state of Texas. This recently renovated center boasts 10 spacious Operating Rooms (OR) and 4 Endoscopy Suites.

A large variety of surgical services are performed at this center, ranging from; Orthopedics, Gynecology, Ophthalmics, to Pain and Endoscopy. The surgical department contains a broad group of over 40 staff members, mostly consisting of; Circulating Nurses, Certified Surgical Technicians and Scrub Technicians. Together this team performed more than 13,000 cases in 2020 (despite being closed for an extended amount of time due to Covid-19) and will pass 14,000 in 2021.

The most successful centers accommodate as many special requests and needs as possible, to best optimize time and improve surgeon and staff satisfaction. As this center continues to add new physicians and procedures, more staff is added and the amount of accommodations increase, the more complicated and tedious, scheduling becomes. As with most centers, a single person oversees the assigning of staff into the OR schedule daily (At BSW Surgicare, this is performed by the OR Manager).

Key Results



15 HOURS

Hours spent on scheduling decreased from 15 hours to 1 hour per week.



STAFFING

Amount of filled temporary staffing assignments increased from 39% to 75%.



\$25K

Saved over \$25,000 per year in payroll.

CHALLENGES

Relying on a single person to collect, analyze and create the schedule is common, because they know all the nuances: the staff, personalities, surgeon preferences etc. This is also problematic if anything happens to the scheduler: vacation, emergency, sick, or leaves the position. When this does happen, it takes twice as long for another person to create the upcoming schedule and there always seems to be issues and complaints, this additionally takes that secondary person away from their normal responsibilities such as administration or patient care.



Staffing Available for Surgery



Time Spent Scheduling



Compromised Quality of Care

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CHALLENGES CONT.

In many instances, there is not enough surgical staff to accommodate the schedule on a given day, this results in a need for temporary staffing agencies. The sooner the need is identified and requested, the higher chance there is of filling this need, either through hospital shared employees, PRN (as needed employees) or agency staff. PRN and shared employees are in high demand and are often unavailable on short notice, this leads to significant costs related to physician dissatisfaction and/or cases lost opting to move to another facility that can accommodate.

Surgical cases are added and canceled daily, it is necessary that the staff scheduler re-evaluates the schedule several times a day, to update and make accommodations of any surgeon preferences or staff skills. With each change, it's common for errors to occur (for example: assigning the same staff member to two rooms simultaneously, time allowances for procedures, or not accommodating a physician preference to an added case) which again decreases physician satisfaction and productivity.

RESULTS

After implementing OR Scheduler, the accuracy, staffing issues and surgeon satisfaction improved immediately. **The amount of filled temporary staffing assignments increased from 39%, to 75%.**

The amount of hours spent on creating the schedule compared to our old way, **decreased from an average of 15 hours per week, down to one hour**, resulting in a **savings of over \$25,000 a year in payroll.**

With the centralization of all the necessary factors such as time off, surgeon preference, and staff skill set built into OR Scheduler, it is a simple process for any other staff member to generate an optimized schedule quickly and accurately, without taking away from other necessary tasks. Overall staff, administration and physicians are pleased with the outcome from OR Scheduler.



"With OR Scheduler, there is no stress about short staffing situations, I no longer fret about last minute changes for tomorrow's surgical schedule, as well have more time to focus on what matters the most, improving patient care and physician satisfaction."

JESSICA ESTEP MSN, RN, CNOR

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