

Medical Center increases surgical patient throughput by 12% and reports record income



Lakeland Regional Medical Center (LRMC) is a community hospital in one of the fastest growing areas in Florida. This growth has increasingly strained LRMC's healthcare resources, including surgical services. With operating rooms being utilized at less than 65%, LRMC recognized that it was time to eliminate the bottlenecks.



Aon Risk Services is the leading provider of global risk management services that transforms workplace issues into opportunities for growth and improvement. Their dedicated healthcare practice affords Aon the ability to anticipate changes, determine the most effective solutions and partner with innovative companies that will benefit a hospital's day-to-day operations such as:

- Generating income to the hospital's bottom line
- Creating improved satisfaction for patients, hospital clinical staff and hospital medical staff
- Reducing risks within the hospital's daily operations

Aon determined that PeriOptimum did all of the above and referred PeriOptimum to LRMC. LRMC hired PeriOptimum, based on the referral, and the results have been remarkable.

Optimized Surgical Flow in a Complex Environment.

LRMC replaced interruptive methods of communication, such as telephones and pagers with RealView™*, PeriOptimum's real-time automated communications system, to:

- Instantly and accurately log data
- Create decisive reporting
- Build effective communications between numerous ORs and preand post- op areas that were located on different floors and isolated from one another.

Increased Accuracy from Real-time Management.

RealView automated data entry that was logged manually. LRMC relied on after-the-fact data, or data that is logged manually after the occurrence, which is not an accurate method of tracking important information. Without accurate data, accountability is not possible.

Higher Staff and Patient Satisfaction.

RealView enhanced the quality of care and improved satisfaction scores among patients and staff.

PeriOptimum's real-time patient tracking system improved LRMC's ability to deliver high quality patient care through real-time communication and accurate data. The quality of care, reduction of stress and workflow disruptions led to much higher patient *and staff* satisfaction scores.

Empowered Decision-Making backed by Objective Data.

When LRMC implemented the tools needed to instantly and accurately log data, they empowered their decisionmaking process. Being able to address highly politicized topics, such as block management, based on objective data created much greater support for department goals and decision-making.

* RealView, formerly named PathFinder



Specific Solutions

To improve surgical throughput, PeriOptimum recommended a three-phased approach: Perioperative Improvement Evaluation (PIE), Surgical Analytics Services (SAS) and the implementation of RealView, PeriOptimum's real-time patient tracking system.

Perioperative Improvement Evaluation (PIE)

The first step was an impartial, on-site review of the hospital's perioperative management. The Perioperative Improvement Evaluation (PIE) provided a comprehensive analysis and customized strategy for addressing LRMC's roadblocks.

Surgical Analytics Services (SAS)

PeriOptimum realized that LRMC needed accurate data that could be used to measure surgical throughput. PeriOptimum was founded on the principle that "you cannot manage what you cannot measure." Using the hospital's existing databases, SAS transformed

the information the hospital already had into actionable data. This was the first step toward transforming the effectiveness of the hospital's surgical departments.

RealView™

PeriOptimum's patient and resource tracking system was implemented to improve communication and data accuracy. RealView enabled LRMC to track patients and manage resources using real-time location systems (RTLS) technology. The physicians and staff embraced the transition to RTLS when it became apparent to them that workflow issues were being resolved and many unexpected benefits began to surface.

Automatic communications were sent to waiting rooms, informing patients' families about the patient's status. Communication between physicians and staff improved, allowing all resources to be managed more efficiently, thus reducing unnecessary administrative stress and strain.

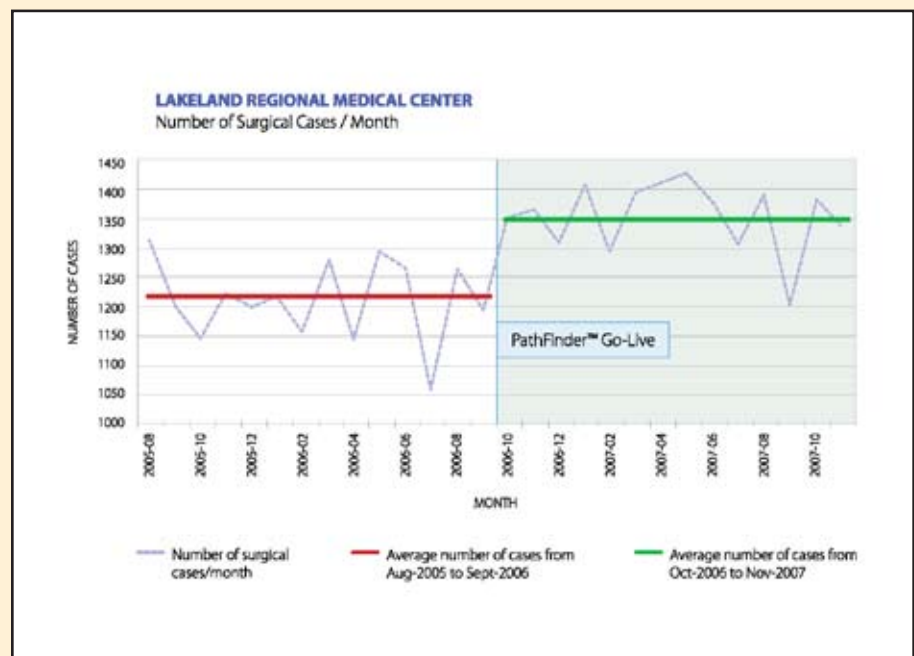
LRMC maximized the capacity of their operating rooms, significantly increased revenue and vastly improved the communication between physicians, nurses, staff and patient families. The quality of patient care improved, which was reflected in higher satisfaction scores from patients as well as physicians and staff.

"The tremendous improvement in our throughput made by implementing PeriOptimum solutions is nothing short of phenomenal. These improvements have contributed to a \$2 million annual increase to our bottom line!"

*- Hugh Autry, Vice President Operations
Lakeland Regional Medical Center*

Measurable Results:

1. There is a dramatic increase in the number of cases performed/per month in LRMC operating rooms as soon as RealView was implemented (see chart).
2. In a comparison of the 14 months before PeriOptimum RealView go-live versus the 14 months afterward, LRMC surgical throughput saw an increase of 12%.
3. LRMC reported earnings for budget year 2006-2007 of \$26.5 million, exceeding the budget by \$9.1 million. (Source: The Ledger, 11/09/2007). PeriOptimum's efforts have contributed to an annual increase of \$2 million to the hospital's bottom line.



Give us a call today!

Let us show you how we can help you increase your efficiency and real-time results.

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Real-Time Efficiency for Real-Time Care

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