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Use of Technology to Improve Operational Efficiency

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The expectation is for patients to be in the operating room (OR) within 5 minutes of scheduled time. Delays in the OR schedule cause decreased patient and surgeon satisfaction and result in overtime at the end of the schedule. This negatively impacts finances as well, and leads to decreased volume due to wasted time. In January 2008 it was noted that the “first case on time” percentage was 34.88% within 5 minutes and 75.25% within 15 minutes. As of November 2009, our percentage improved to 69.85% on time within 5 minutes and 88.44% on time within 15 minutes. We have used many different computer applications to track, display, and tell our story. Our 2010 goal is to have 100% in 15 minutes and increase the 5- and 10-minute compliance.