A SUPPORT Model for OR Efficiency

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Due to a lack of structure within the nursing support area, the team realized that we needed more organization in specific areas.

- There was an opportunity in regards to cleaning rooms in a timely and efficient manner. We needed to create a team that focused specifically on cleaning rooms. The idea for the "turnover team" was developed.
- We also needed to provide face to face support within the Operating Rooms. We needed Perioperative Technical Assistant’s within the OR’s to support the rooms in real time. PTA’s felt supported by ancillary personnel assigned to their room or block of rooms for the day. The idea for an "inside team" was developed.
- Another imperative was to keep certain staff close to the operations. Due to our institution’s size, the structure needed to incorporate a model that allowed specific people responsibilities outside the walls of the OR. This position, “outside team”, would be responsible for patient and bed retrieval.

Once the “new” team was established, the group along with the Perioperative Support Services Manager met to discuss the efficiency opportunities that needed to be addressed within each team. The team’s who now were accountable for individual tasks, were involved in establishing and following OR Efficiency metrics, such as cleaning response time, transport time, and on time first case starts.

Immediate improvement in the team’s communication and teamwork. Teams also developed peer to peer accountability. This empowered them to take more ownership of their work, which resulted in improved patient care, as well as better relationships and rapport among colleagues.

Through active engagement and involvement of the staff affected by the change, buy-in and an overall positive experience has been noted. Additionally, specific efficiency measures were now owned by particular groups, who could focus on improvements related to OR efficiency, such as Turnover time and On Time First Case Starts.

- Change does work.
- Create and sustain a more engaged team.
- Improve procedures to allow more achievable results.
- Update Standard Work to reflect improved procedures.

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