First case on-time starts and higher case volume help expand patient access to care

Learn how Medtronic collaborated with this hospital to make improvements that ultimately expanded patient access to EP procedures while also increasing staff satisfaction.

Process redesign and optimization. PRO.

Better processes. Extraordinary potential.
We work with hospital administration leaders and care teams to identify, prioritize, and implement changes that can transform patient care pathways and establish operational excellence that endures.

Whether it’s building a new program or improving an existing one, we’re here to help.
Identify challenges at your hospital or clinic that our guided solutions may be able to help you solve.
The challenge

The hospital’s EP lab was experiencing 10% year-over-year growth in case volume. They identified an opportunity to improve efficiencies and lab utilization by increasing the frequency of first case on-time starts (FCOTS). FCOTS measures whether the first case of the day in each room started at the time listed on the schedule, and is commonly used to judge how efficiently a lab functions.

Finding the solution

Using Lean Sigma methodologies, Medtronic partnered with the EP lab team to identify and work toward sustainable goals that could directly impact their FCOTS performance.

<table>
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<th>Key opportunity</th>
<th>Improvements</th>
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| **Scheduling**             | • Created a patient packet  
                              • Generated a patient-readiness checklist  
                              • Improved communication between physicians and schedulers  
                              • Reinstated monthly scheduling meetings |
| **Preauthorization process**| • Addressed the cause of last-minute changes occurring for some patients already scheduled and preapproved  
                                • Updated protocols so any cases without preauthorization complete or not seen in clinic would not be scheduled for first case of the day |
| **Preprocedure preparation**| • Standard workup created, documented, and reviewed for accuracy  
                                 • Identified and trained key staff resources  
                                 • Implemented staff huddles: Precase, beginning-of-day, and end-of-day |
| **Metrics**                 | • Developed a dashboard with key metrics for activities that directly impact FCOTS  
                              • Provided daily visibility to dashboard on monitor  
                              • Established weekly metrics review and monthly operational review |
Sustainable improvements for lasting impact

With guidance from Medtronic, the EP lab operationalized the solutions and increased FCOTS from 1.5% to 39% on average. As a result of these improvements, lab capacity increased by 25%, from 405 minutes to 539 minutes per day, case volume expanded by 20%, from 252 to 316 cases per month, over the course of one year without adding significant overtime or other operational costs.

The results

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The impact

These improvements reduced staff overtime, contributed to more stable staffing, prevented urgent add-ons to the schedule, and ultimately increased patient access to vital EP procedures. Additionally, the improvements were sustained despite two disruptive electronic medical records (EMR) upgrades and throughout the COVID-19 pandemic.

1 Medtronic data on file. Results provided by the medical center based on data collected for August 2018 versus August 2019.
**Why partner with PRO?**

**Optimize your care experience**
Don’t allow operational variation to hold back efficient, quality care. We can help transform workflow and improve care delivery in your health system to:

- Optimize costs
- Reduce variability
- Increase access
- Eliminate overuse, underuse, and misuse of care

**Our approach**
We customize our solutions to your operational and clinical challenges. Uniquely, the PRO process:

- Keeps the focus on the patient experience
- Ensures collaborative problem-solving across the care pathway
- Uses data to identify focus areas unique to your environment
- Provides a plan for long-term sustainability

**We are here to help.**
Contact us at HealthcareConsulting@medtronic.com medtronic.com/healthcareconsulting

**Important:**
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