LeanTaaS

MultiCare OR: Improving Care from the Epicenter of the Pandemic

iQueue
FOR OPERATING ROOMS

Overview

MultiCare Health System is a not-for-profit health care system serving the Washington state community for well over a century. Consistently ranked as one of the nation's Most Wired healthcare organizations by "Hospitals & Health Networks" magazine, MultiCare maintains a constant and unwavering dedication to the health of the community. The organization consists of 11 hospitals, as well as a robust network of primary, virtual, urgent and specialty care services.
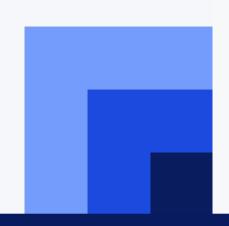
Problem

In the years leading up to the COVID-19 pandemic, MultiCare's perioperative leadership were committed to:

- Increasing operating room (OR) access for new and existing surgeons,

- Continuing to attract new surgeons while accommodating for growth and significant backlog in existing ORs, and

- Improving data credibility and transparency across the organization.

Block management was manual and time-consuming and the data was retrospective. MultiCare was committed to improving efficiency and finding an effective way to increase

visibility, accessibility, and accountability of OR time. MultiCare partnered with LeanTaaS to optimize OR capacity.

MultiCare was making great strides in optimizing OR primetime utilization and accommodating growth, experiencing growth in primetime utilization of over 12% across 30 operating rooms. In early March 2020, MultiCare found itself at the epicenter of the United States' first wave of the COVID-19 pandemic. The organization re-focused its priorities on telemedicine and centralized coordination of patients. As MultiCare emerged from the first wave, it faced not only the unknown but also coordinating elective surgery cases that had been canceled by state authorities. The organization used iQueue for Operating Rooms and its partnership with LeanTaaS as a tool to manage OR capacity and accommodate elective surgeries.

Solution

LeanTaaS' **iQueue for Operating Rooms** tool is a scalable, cost-effective solution that can be integrated with Epic EHR, providing cloud-based access on mobile and web browsers. iQueue's real-time OR utilization and performance data can increase capacity to existing OR, by:

- **Improving OR access**: iQueue for OR streamlines a surgeon office's ability to find open time, enabling surgeons to easily and proactively release unneeded block time far enough in advance to be efficiently filled by another surgeon. This not only helps existing surgeons eliminate case backlogs, but also provides ease of access to open time for new surgeons looking to bring cases.

- **Increasing surgeon engagement**: iQueue for OR simplifies data sharing across campuses, improving data transparency and credibility for all stakeholders. Surgeons now have better visibility into their utilization and performance metrics.

- **Providing a more efficient way of managing block time**: The solution provides a simplified, real-time, productive approach for monitoring block utilization and a far less contentious way of collecting and allocating block time.

iQueue for Operating Rooms also provides on-demand access to a comprehensive set of daily metrics to help leadership quickly identify trends and address opportunities for improvement.

Results

In the two years since implementing iQueue for Operating Rooms, and prior to the first wave of COVID-19, MultiCare experienced:

35%
DECREASE
In Unused Blocks

15.2%
INCREASE
In Case Volume

12.4%
INCREASE
In Prime-Time Utilization

" We like partners like LeanTaaS with whom we developed a strong partnership because their team doesn't just implement the technology and walk away. They listen to our evolving needs and provide product enhancements for greater visibility into the challenges we are facing.   — Quote from MedCity

MultiCare has been able to help support our existing surgeons in managing their OR cases in a time when there was exciting capacity.   — Dr. Meyer