

CUSTOMER SUCCESS STORY

Texas Healthcare System Sees 28% Relative Increase in Prime Time Utilization

Top 3 Key Results:

34% ↑

Relative Increase
in case volume

28% ↑

Relative Increase in
prime time utilization

50%

of released OR time utilized



Summary

With multiple hospitals across Texas, this health system's perioperative departments face many challenges every day. But a throughline across all their ORs is a desire to grow case volume and improve OR efficiency to both improve costs for the system, and to best position themselves to serve the growing needs of the community.

Problem

The lack of transparency on the scheduling side played a role in data analytics. Each hospital was responsible for their own analytics and pulling their own data, leading to varying methods of data reporting and inconsistent definitions for metrics. Surgeons, key stakeholders in the data conversations, were unable to interact with data and often questioned the validity of reporting. Without the buy-in from all stakeholders, and without a way to clearly identify opportunities for repurposable time in the block schedule, perioperative leaders struggled to have the requisite data to take action and improve utilization. To tackle these challenges, the health systems sought out a technology partner with deep domain expertise, who could not only provide a technology enabled platform to streamline workflows, but would also provide a team of perioperative transformation experts to work alongside system leaders and collaborate to make sustainable process improvements to OR efficiency.

Solution

LeanTaaS' iQueue for Operating Rooms provides key stakeholders with full transparency into relevant data, such as open OR availability, and insightful, actionable analytics. Because the solution is entirely cloud-based, deployment is lightweight and accessibility is easy — from any mobile or desktop device and from any internet browser. iQueue for Operating Rooms tackles some of the most common challenges in the perioperative department like OR access, the availability of credible data and analytics, and accountability for block owners.

Perioperative leaders at this hospital believe that deploying iQueue for Operating Rooms has been instrumental to not just improving OR throughput, but transforming the hospital's culture. The solution has allowed the hospital to transform OR and block management, ultimately increasing access to surgical time, decreasing turnover times, and increasing surgical volume and revenue.

Texas Healthcare System Results

34% ↑
Relative Increase
in case volume

28% ↑
Relative Increase in
prime time utilization

50%
of released OR time utilized

250+
hours of block time released
through proactive ML-enabled
block release reminders

“If you don't know the secret to increasing your surgical volume, I'll let you in on it – it's having a relationship with your provider office surgery schedulers, and making their lives easier. With iQueue, they bring their cases to my hospital because they know time is available, they can request it online, and don't have to make any phone calls.”

— Director of Surgical Services