Achieving High Reliability Through Care Coordination for Patients Who Require Emergency Surgery

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Purpose

• To streamline the process transferring patients who require emergency surgery from the emergency room to the operating room

• Methods
  – Lean six sigma tools and methodologies
  – Team-based training
  – Computer modeling
  – Intentional clinical process design
Door to OR Control Chart

Implementation of LSS Project

487% Improvement in Performance
Impact

- $1.8M positive impact on operations
- Performance in top 1% of the country
- 224% decline in complications
- 90% patient survival