



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

Sapan S. Desai, MD, PhD, MBA

John Cosentino, MBA

Kimberly Nagy, MSN, RN, NEA-BC

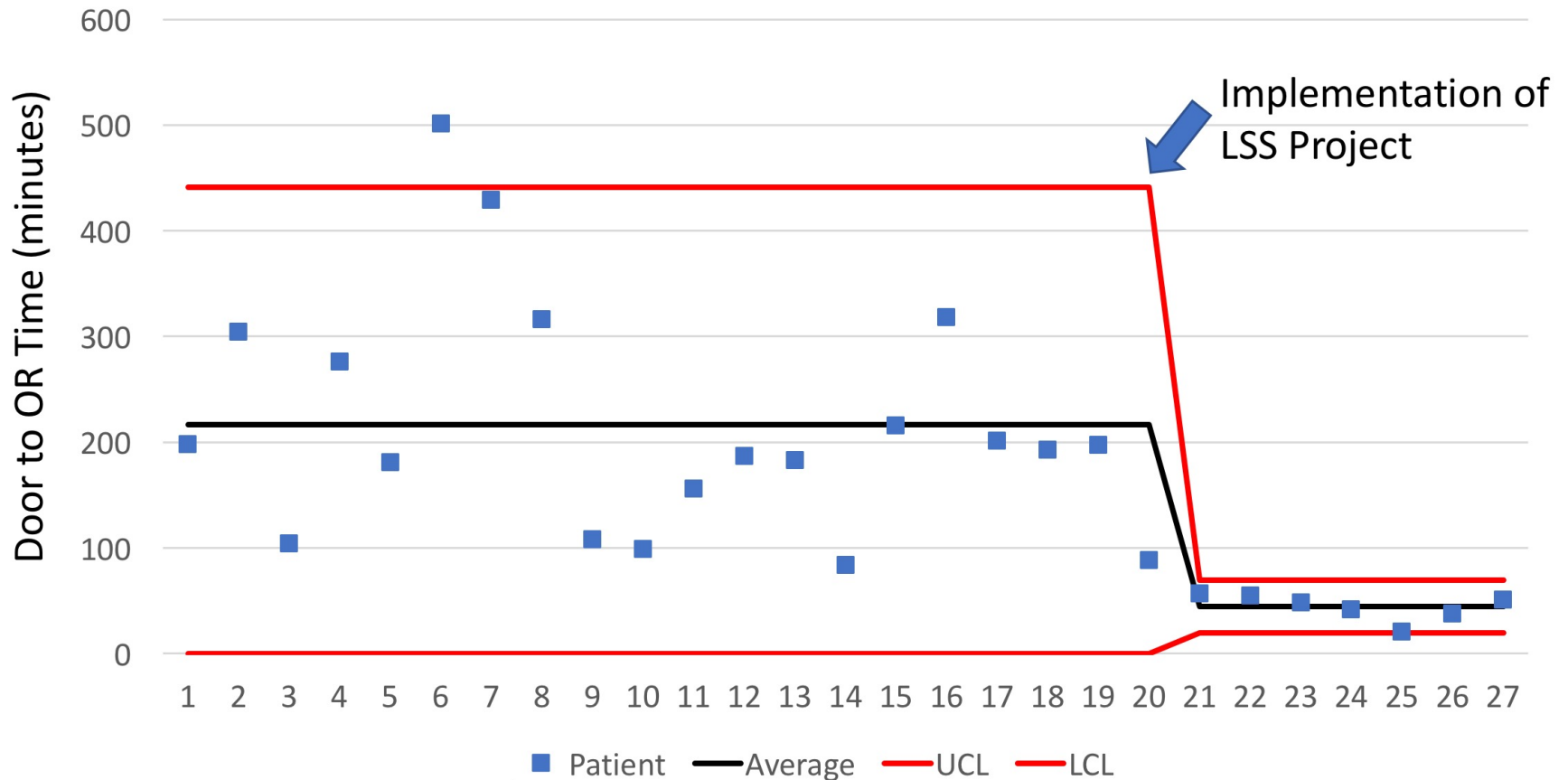
Northwest Community Hospital
Chicago, Illinois

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

(4/2015 – 6/2017)



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