



TACKLE THE TURNOVER

Suzannah Sorin, MSPAS, PA-C

Robotics Coordinator

Physician Assistant Manager

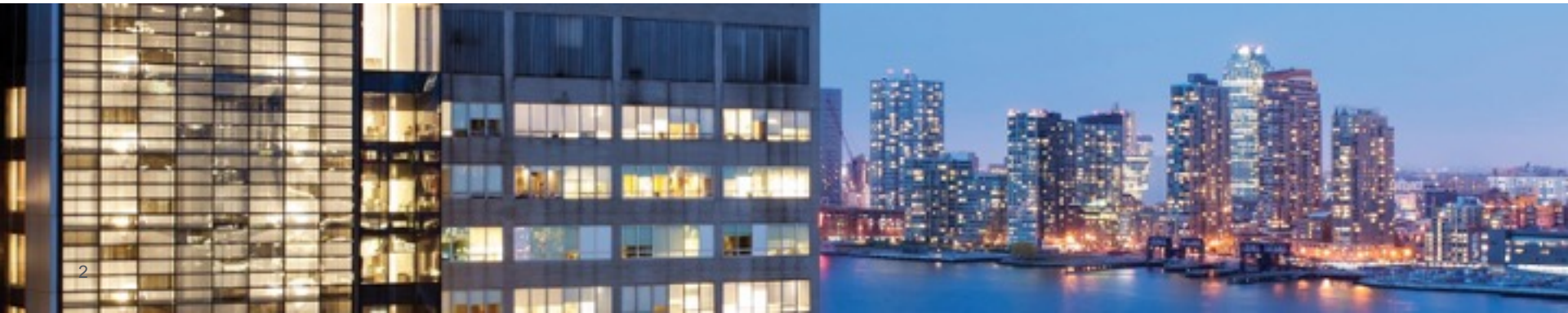
NYU Langone Medical Center

NARUS February 17, 2018



Financial Disclosure

- J&J Ethicon / Google / Verb - robotics consultant
- Medtronic - robotics consultant
- CSATS - independent video reviewer



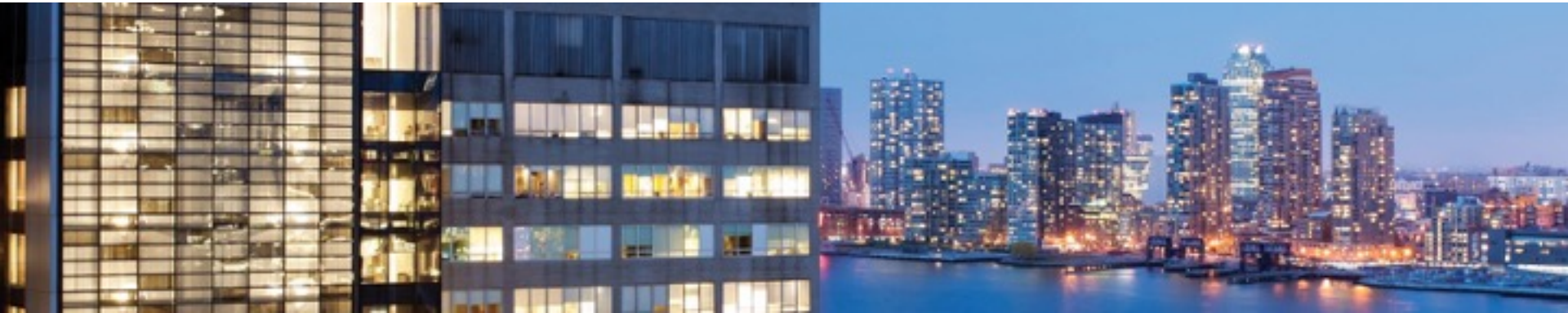
Presentation Goals

- Method to analyze turnover in your institution
- How to change mentality of the stakeholders
- Facilitate faster setup and takedown of room
- Optimize your operating room time
- Tools to keep continuous growth



What is the typical turnover time at your institution?

- <20 min
- 20-30 min
- 30-45 minutes
- 45 min - 1 hr
- >1 hr



What is the goal turnover time at your institution?

- Do you know the goal?
- Does staff know the goal?

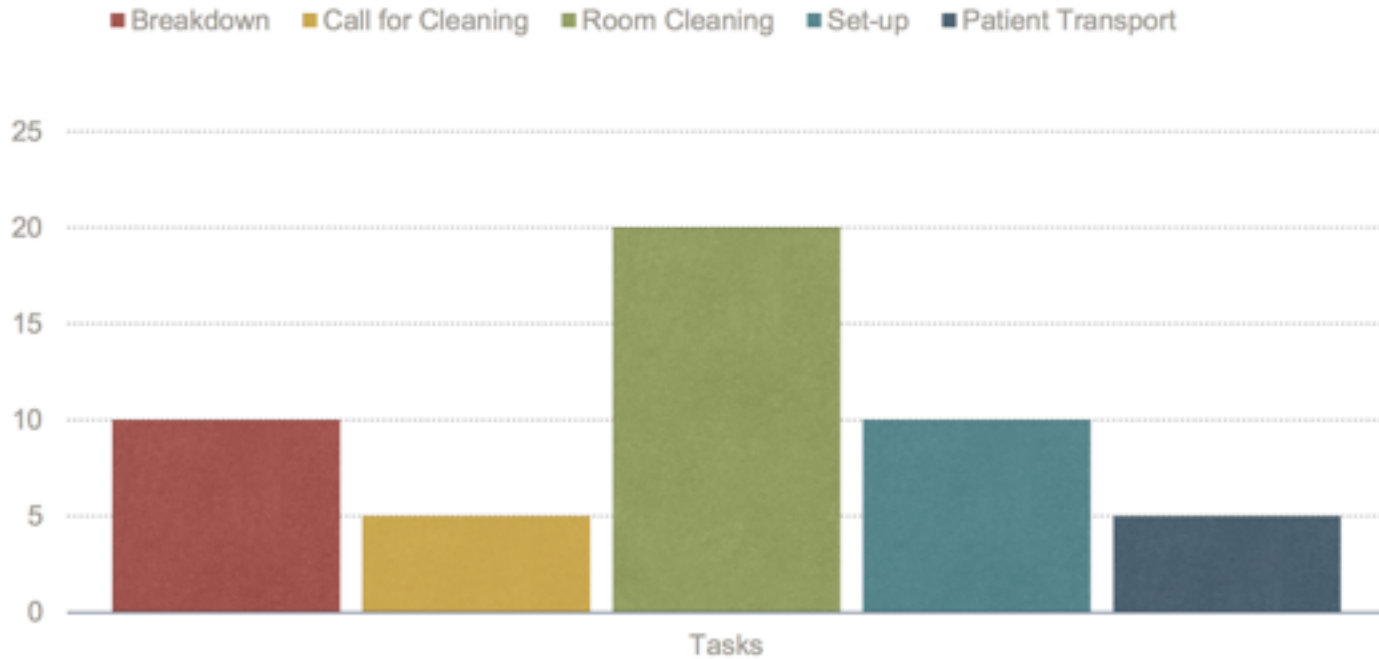


The Status Quo: What are you seeing in your institution?

- Task Oriented
- Staff only see what is in front of them
- Silos
- Lack of communication



How to view turnover: INDIVIDUALLY



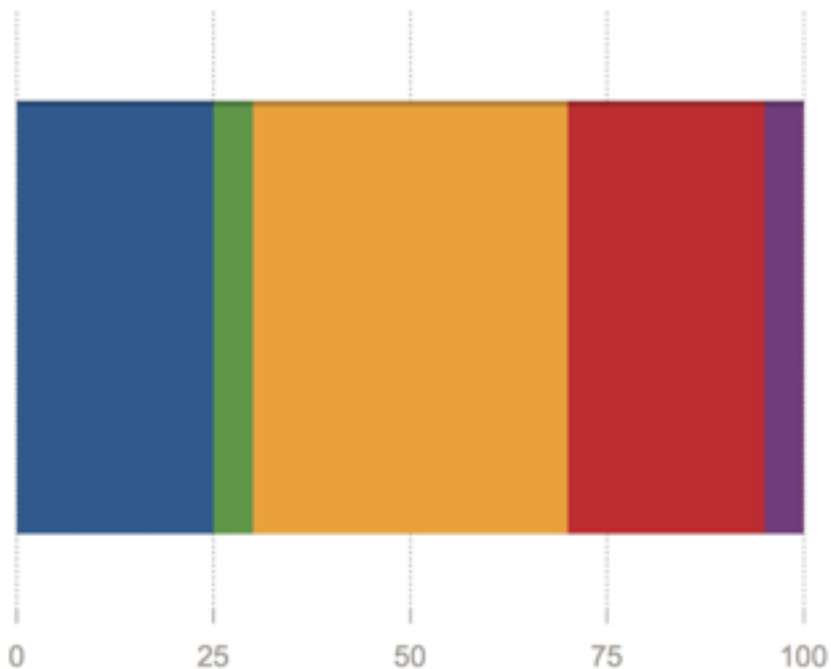
Changing the Paradigm

- View tasks as continuous, free-flowing form
- Take separate tasks and look at them together



Diving the Pie: What does 30 minutes look like?

■ Breakdown ■ Call for Cleaning ■ Room Cleaning ■ Set-up ■ Transporting Patient



Piece by Piece: The breakdown

- What tasks need to be done?
- What is the expected time out of the room?
- Job responsibilities
 - Pre- patient leaving the room
 - Post- patient leaving the room

Breakdown: Pre- and Post- patient leaving the room

- Pre-
 - Count
 - Spray
 - Return trays to carriers
 - Wand
 - Organize trash
 - Re-position supine
 - Emergence and transfer to stretcher
 - Report to PACU
- Post-
 - Remove carrier cart
 - Strip the bed

Some tips & Tricks during breakdown

- Keep the arms tucked
 - saves time placing and then removing armboards
 - prevents pulling at the ET tube during extubation
- Remove the bed bracket only on the one side, if you used stirrups
 - Re-evaluate positioning for prostates and male pyeloplasty.
 - Can be done supine with the Xi
 - Safer and more efficient positioning time
- Undo the pink pad straps or other devices for trendelenberg positioning that get changed out between cases
- Where is the stretcher located? Bring it nearby

Piece by Piece: Call for Cleaning

- What tasks need to be done?
- When do you make the phone call?
 - How long does it take to arrive?
 - Do you have a walkie-talkie or call system to alert housekeeping the bring their carts near the door

Piece by Piece: Room Cleaning

- What tasks need to be done?
- What can you do to speed up the process?
- What can your staff do while the room is being cleaned?
 - Prep for the next case:
 - Look at the preference card
 - gather extra supplies
 - Were any items missing when the case was picked? get them now

Piece by Piece: Set-up

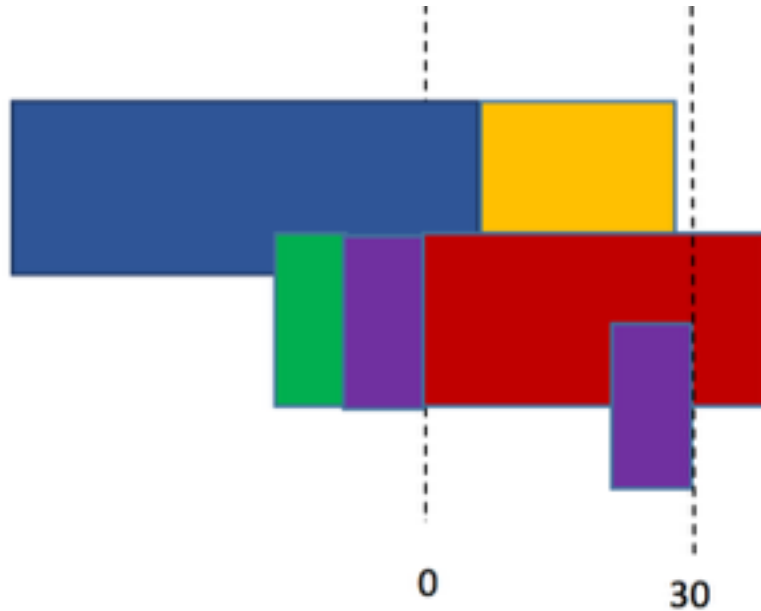
- What tasks need to be done?
- Job Responsibilities:
 - When do you open?
 - What do you open?
 - What does the room need before a patient can enter?

Piece by Piece: Transporting the patient

- What tasks need to be done?
 - When do you call for the patient
 - How far is the prep area from the actual OR?

What does 30 minutes look like?

■ Breakdown ■ Call for Cleaning ■ Room Cleaning ■ Set-up ■ Transporting Patient



CHANGING THE PARADIGM:

- HOW DO YOU CHANGE THE CULTURE?
 - The P's
 - Parallel processing
 - Planning
 - Practice
 - Productivity
 - Partisanship (teamwork)

Changing the Paradigm

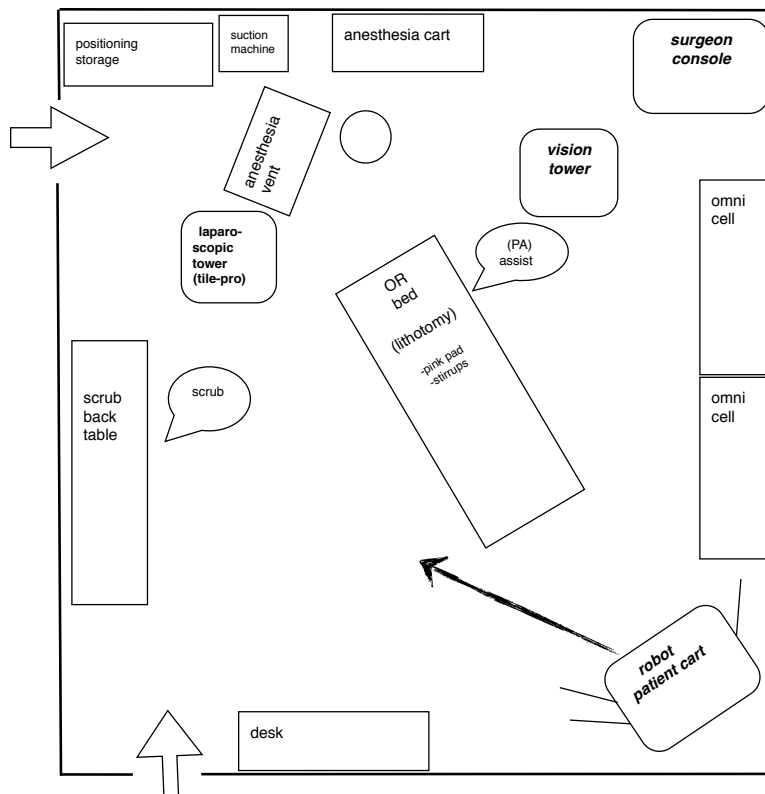
Parallel Processing

- Definition:
 - The ability to carry out multiple operations or tasks simultaneously
 - Different from multi-tasking



Changing the paradigm: Planning

- Room Layouts for Si users are especially helpful - know where to dock and set up back table
- Remember that docking can be sped up by turning the table, rather than trying to drive cart around obstacles and give directions



Changing the Paradigm: Productivity

- Streamlined instrument trays
 - quicker setup opening
 - quicker counting before and after
 - faster breakdown
- Announce the time aloud as the patient is wheeled out and then announce the time at which you're expected to bring the next patient in
 - All team members should know the goal TOT in the practical sense

Changing the Paradigm: Planning & Productivity — Division of tasks into assigned roles

- What needs to be done to have an effective operating room?
 - Review resource map with scrub
 - open supplies
 - count
 - hook up equipment
 - runner for the room
 - pick the next case when appropriate
 - breaks
 - stock room supplies
 - assist anesthesia
 - assist with positioning computer/ paperwork
 - etc..

<u>PRIMARY CIRCULATOR</u>	<u>ASSISTING CIRCULATOR</u>
*INTERVIEW	*OPEN SUPPLIES
*ASSIST ANESTHESIA	*COUNT
*ASSIST WITH POSITIONING	*REVIEW RESOURCE MAP WITH SCRUB
*HOOK UP EQUIPMENT	*HOOK UP EQUIPMENT
*COMPUTER/PAPERWORK	*RUNNER FOR THE ROOM
*TRY NEVER TO LEAVE THE ROOM	*PICK NEXT CASE WHEN APPROPRIATE
*INTERVIEW NEXT PATIENT	*RESTOCK OMNI CELL
*PATHOLOGY	*DELIVER FROZEN TO PATHOLOGY



A 2nd circulator is needed in robotic cases - despite paying extra staff members, OR running costs are lowered with the improved efficiency

Changing the Paradigm: Practice & Partisanship = Productivity

- Turnover Team is the pit crew
 - A staff member(s) assigned, not to a room, but to the hallway to assist in picking, opening, and setup for multiple rooms
 - Awaiting the signal from the room to come in to help
 - Standard routines make people become seasoned and faster

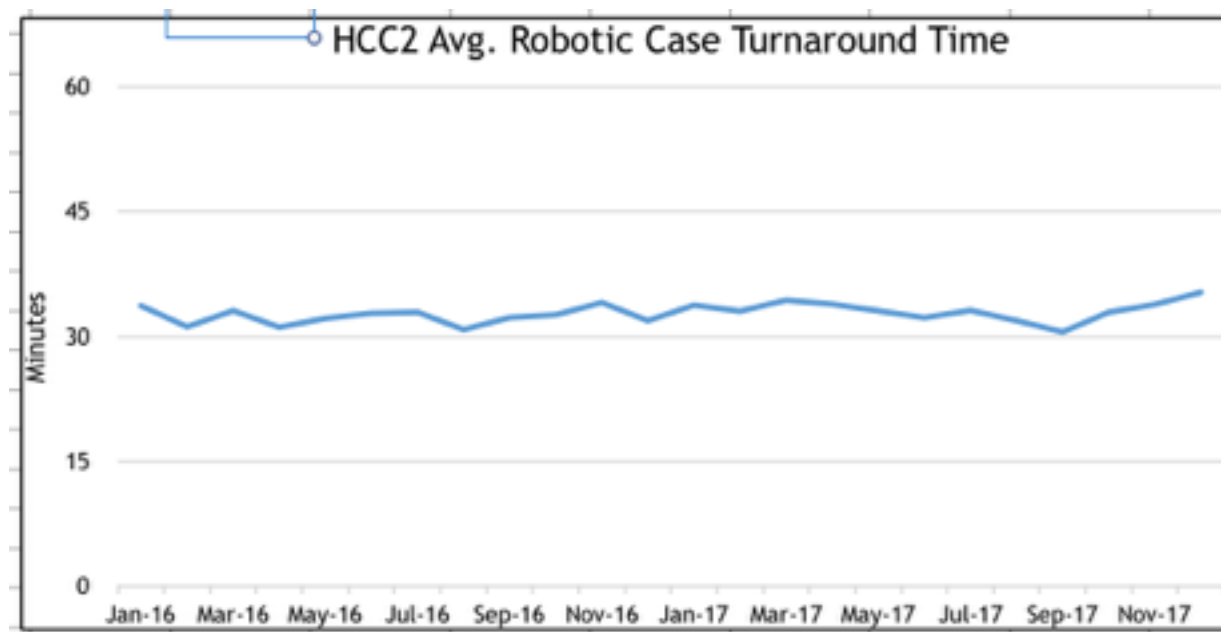


<http://www.mrn.com/Race-Series/NASCAR-Sprint-Cup/News/Articles/2017/09/Kyle-Busch-Gets-New-Pit-Crew.aspx>

Changing the Paradigm: Partisanship & Transparency

- Posting a whiteboard in the hallway with turnover times listed each day
 - Green for times below the goal
 - Red for times over the goal
- Commending staff members publicly when they work well in a team or have excellent times
 - Staff can be just motivated by compliments as by money or rewards

Proof & Success @ NYULMC



HCC2	
Month	TOT
Jan-16	34
Feb-16	31
Mar-16	33
Apr-16	31
May-16	32
Jun-16	33
Jul-16	33
Aug-16	31
Sep-16	32
Oct-16	33
Nov-16	34
Dec-16	32
Jan-17	34
Feb-17	33
Mar-17	34
Apr-17	34
May-17	33
Jun-17	32
Jul-17	33
Aug-17	32
Sep-17	31
Oct-17	33
Nov-17	34
Dec-17	35

Questions?

Suzannah Sorin, MSPAS, PA-C

suzannah.sorin@nyumc.org



THANK YOU

