FIRST CASE ON START
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Background: There were multifaceted reasons for the delays we were experiencing for the first cases of the day. After gathering data from Surgical Information Systems (SIS) we found that at best, we were 65% on time for the first cases of the day, which led to delays throughout the day, as well as being a huge patient and surgeon dissatisfier. The team found that by getting input from the disciplines in Surgical Services: Anesthesia, Perianesthesia, Perioperative departments we were able to develop a realistic timeline as well as an education roll out of process changes. The Team addressed only the processes they had ownership of. At no time did we address the issue of Surgeon delay/late arrival to the OR.

Objectives of project: collect base line data for First Case of te Day on Time Starts 2 months. Benchmark (thru the Advisory Group) national data for timely starts. Define the barriers for on time starts, including defining the operational definition of First Case on Time Start. Review the current processes; Identify potential and real causes of delays. Brainstorm potential solutions, with recommendations and implementation of new processes to facilitate timely starts on a daily basis. Decrease the number of minutes of delay for First Case on Time Start overall with a daily goal of 80% and a stretch goal of 100%.

Process of implementation; Defined and clarified Terms used in nursing documentation in relation to the reasons for delay. Updated Surgical Protocols and reinforce use to promote efficiency for the Preadmission Testing (PAT) & Pre-op Holding staff. Anticipate patient and family needs at the bedside; Limited the amount of day of surgery testing. Anesthesia providers at the bedside earlier to complete assessment, interventions, including blocks. Review of patient arrival times for first cases to maximize time without bringing patient in too early. Review of first case on time start data on a daily basis to allow for problem solving. Share reports, progress with all perianesthesia, anesthesia, perioperative and surgical staff.


Implications: On time starts are multifaceted and by working on the process that we owned, we were able to streamline processes, and change the culture by taking strong responsibility for our work. We have seen significant changes in patient satisfaction for timeliness and efficiency and greater staff engagement in process changes.