

# AMBULATORY PERIOPERATIVE SERVICES

## WHEELS TO WHEELS

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### ABSTRACT

Operating Room turnover time or patient Wheels to Wheels (W2W) is the total amount of time necessary to turn over the room from one patient to the next. Wheels Out to Wheels In is defined as the duration between the previous case Out of Room time and the following case In Room time. W2W involves every member of perioperative services including registration, pre-operative nurses, surgeons, anesthesiologists, intraoperative nurses, surgical scrub technicians, recovery room nurses, and environmental staff. A delay in one or more areas causes a chain reaction of delays in the whole system. As such, it is necessary to define, measure, analyze, improve, and control the various outliers in the present system for its optimization. The HackensackUMC Ambulatory Perioperative Services' 2019-2020 turnover time rate was 27.45 minutes.



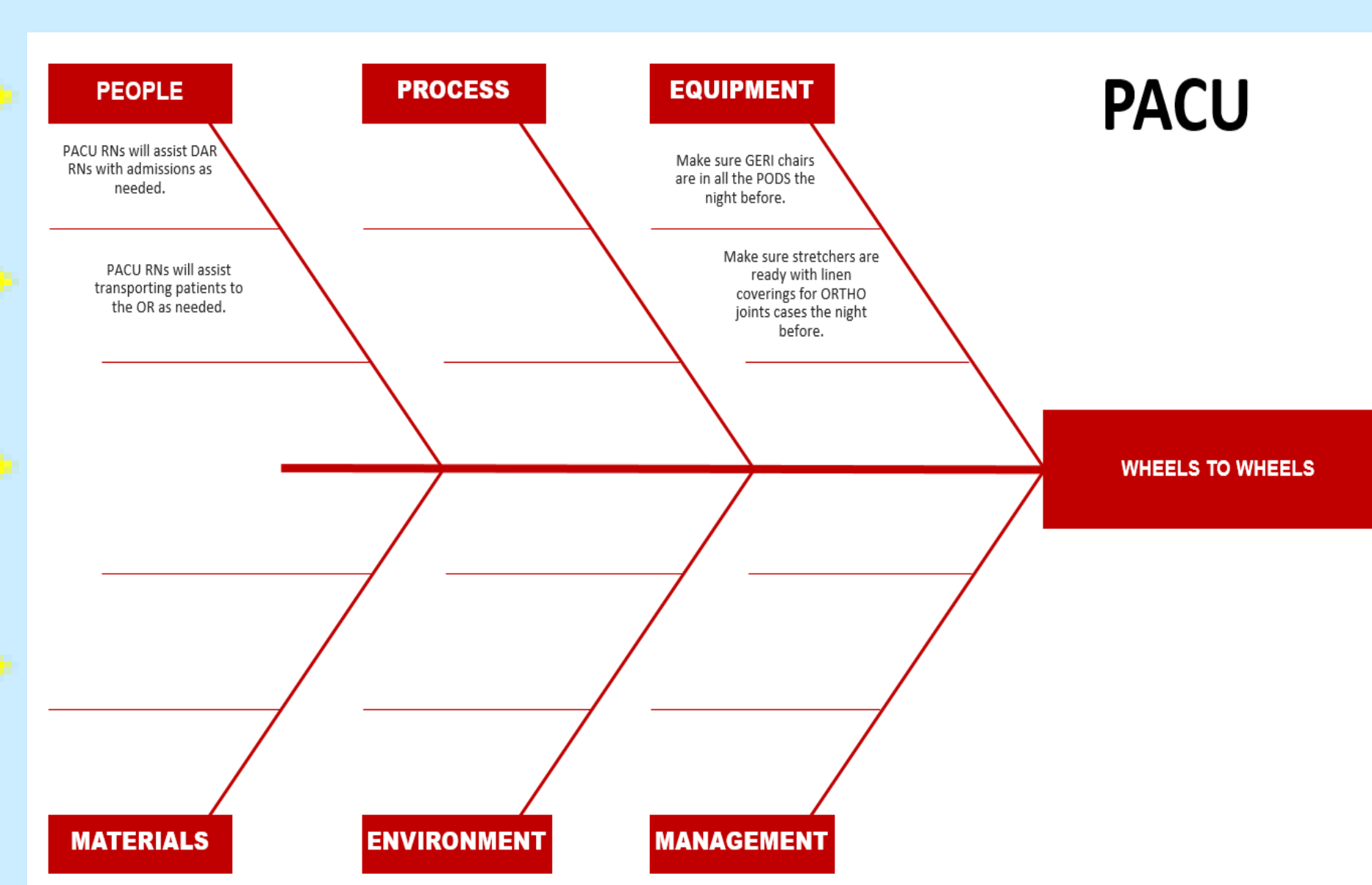
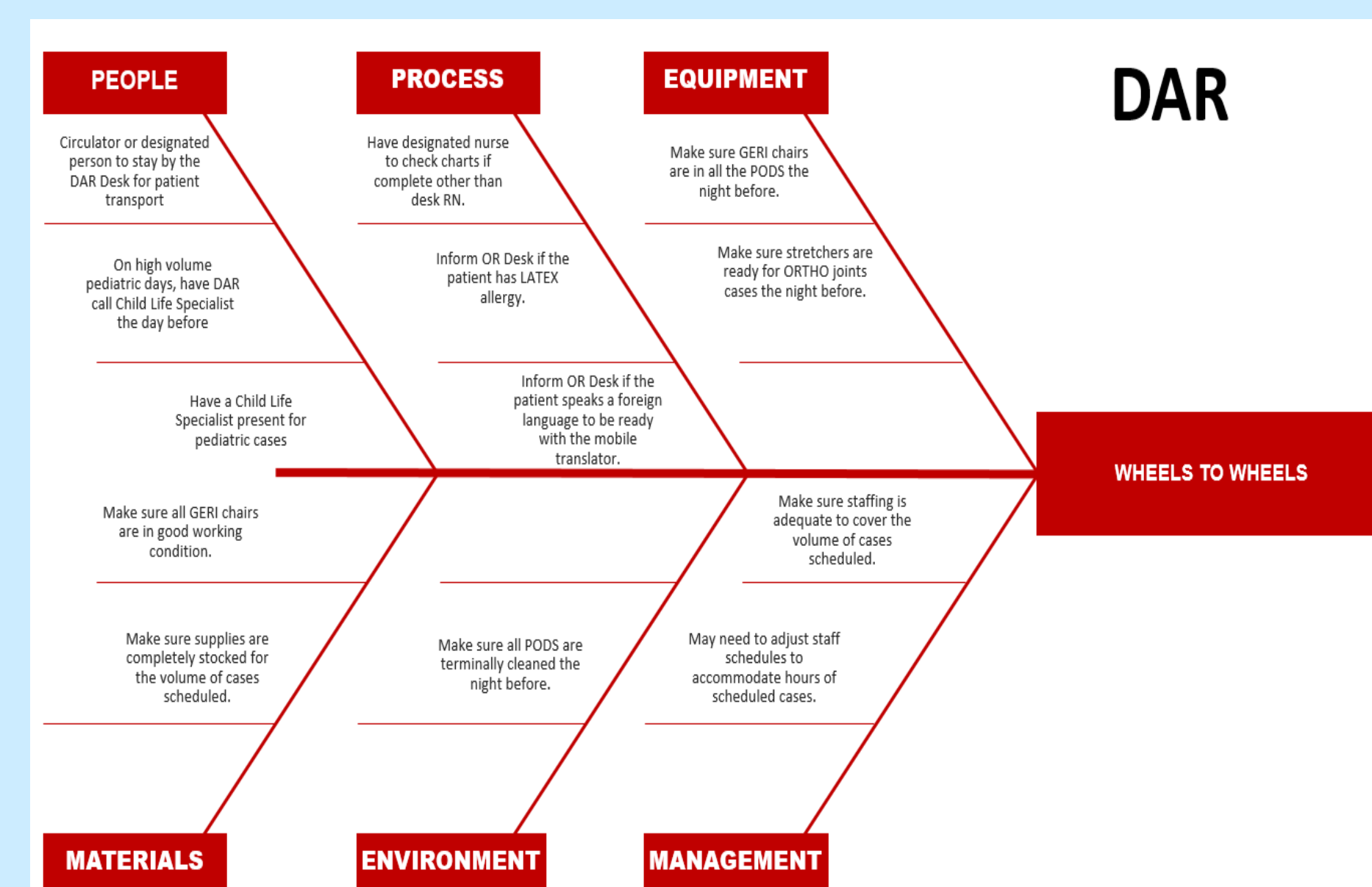
REACHING NEW HEIGHTS TOGETHER  
HCAHPS Gainsharing Program

- REGISTRATION
- PRE-OPERATIVE
- ANESTHESIA
- SURGEON
- OPERATING ROOM
- PROCEDURE ROOM
- RECOVERY

### OBJECTIVE

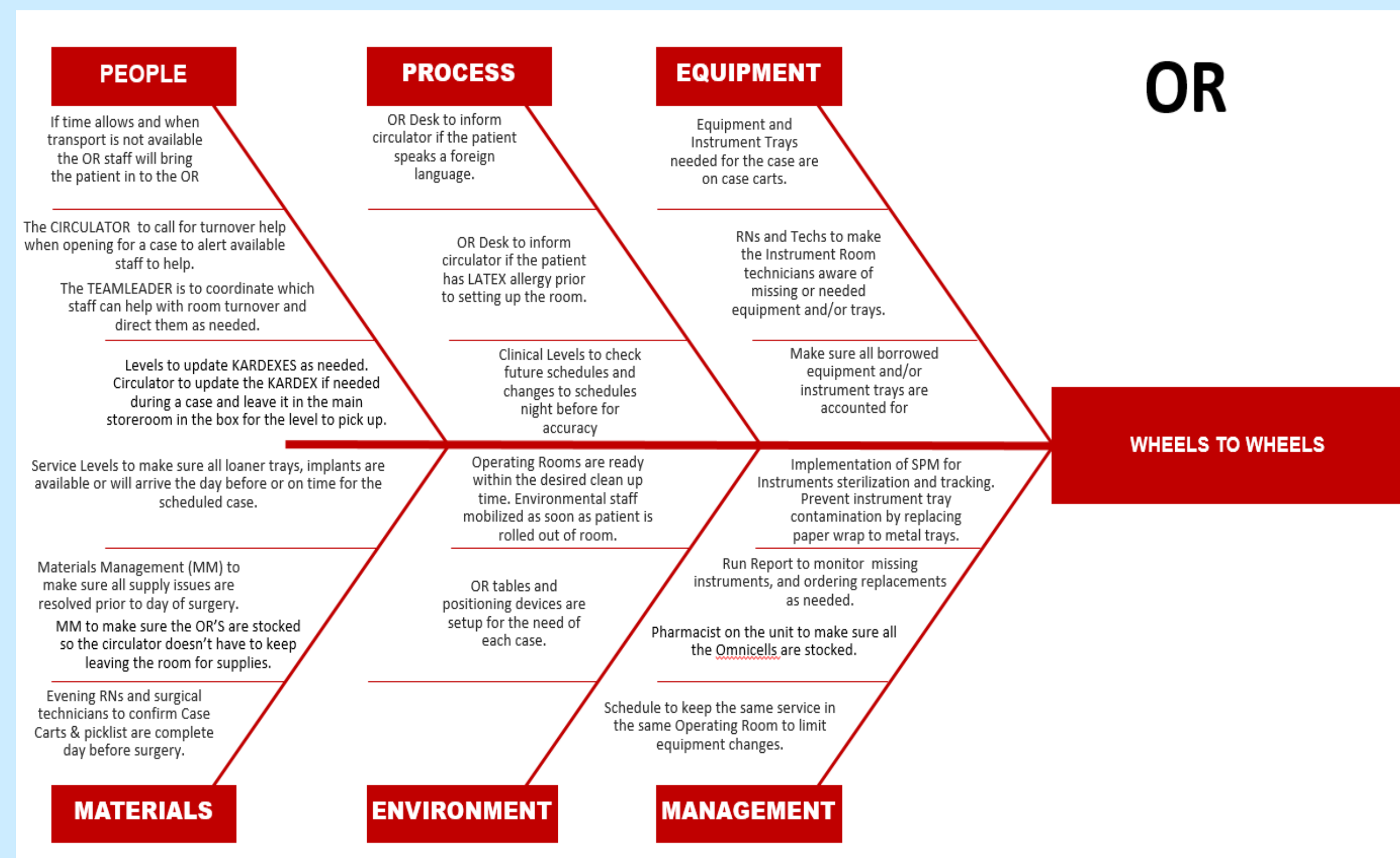
**Short-Term:** To shorten W2W to 23 minutes within 1 year

**Long-term:** To improve patient outcomes, increase case volume, and maximize productivity



### METHODS

1. Identification of problem areas
  2. Daily, weekly, monthly audits and meetings
  3. Proposed improvement dissemination
- Daily, weekly, monthly audits were conducted to identify compliance issues and improvement opportunities, which were shared to all the stakeholders for guidance, implementation, and control. Poster boards and emails were used to make everyone aware of these changes. EPIC Workbench Reports were utilized in data collection and processing.



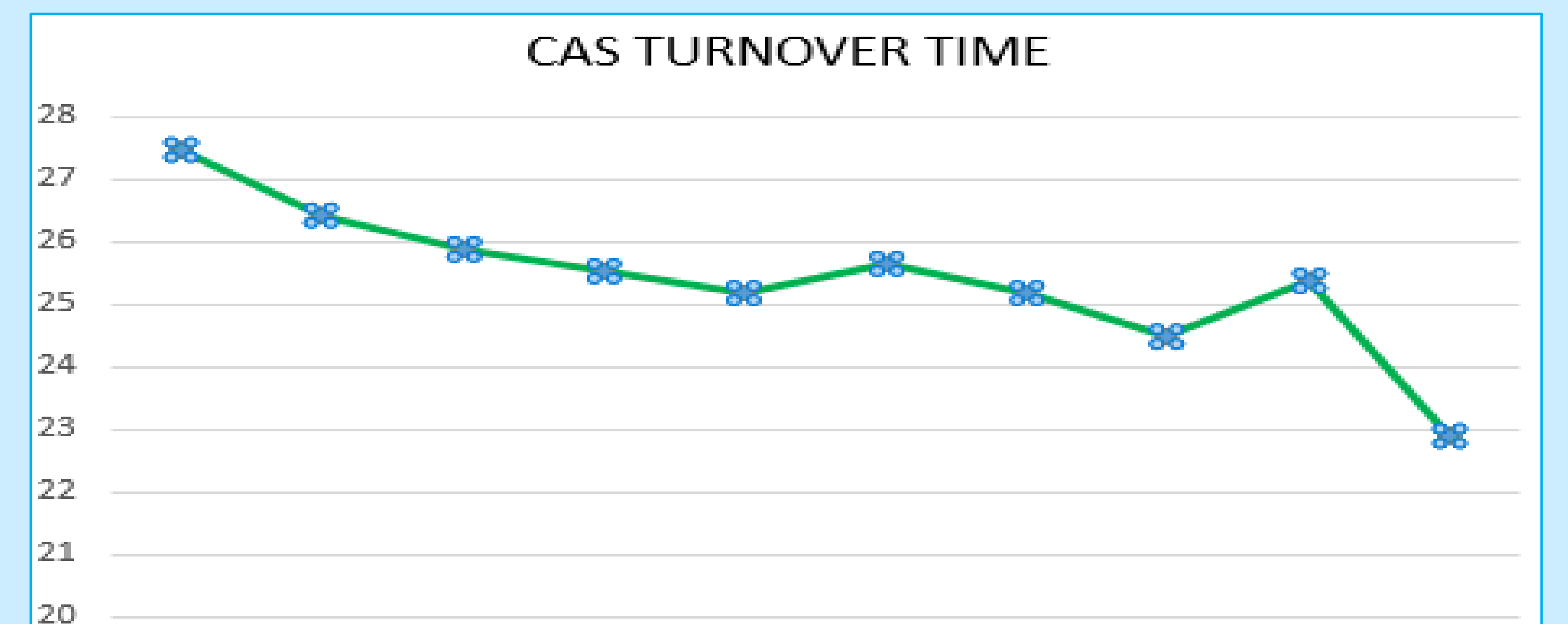
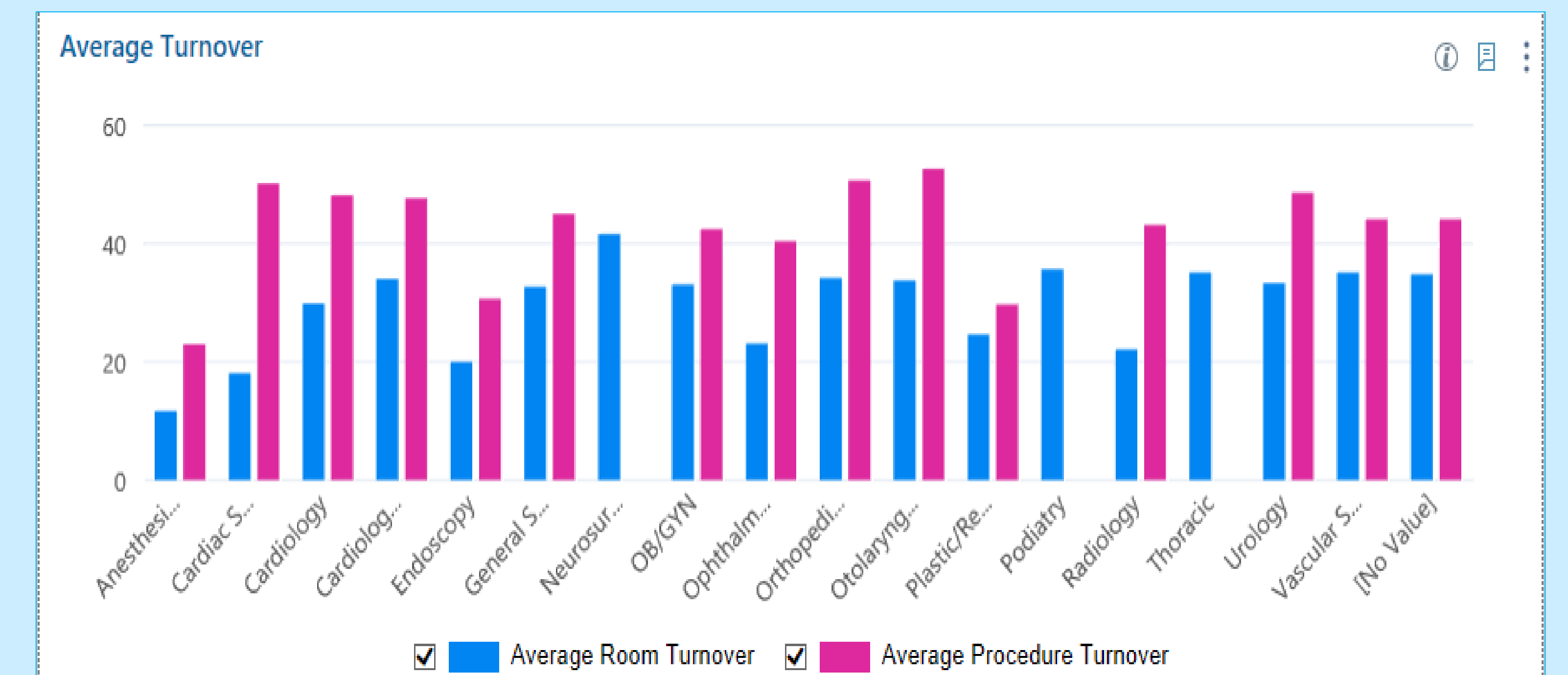
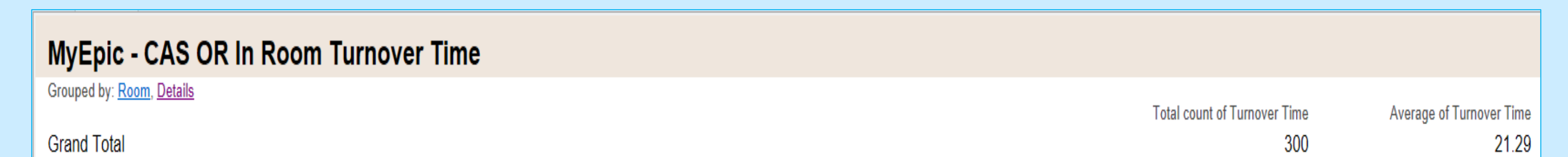
### STATEMENT

Prior to the regular audits and information sharing, there was no coherent visualization for the causes of delay in the W2W process. With the identification of problem areas and accountabilities, delays were minimized and the process completion rate was shortened to 23 minutes.

Turnover time is a factor that impacts our employee incentive program, gainsharing. Gainsharing primarily measures people's productivity, spending, turnover over time and patient satisfaction. A 15% improvement over the baseline turnover time can generate an additional payout of 0.67 cents per hour.

### OUTCOME

Using EPIC Workbench Reports and Clarity Reports for audit data processing are significant tools for outlier identification and correction. Professional communication and close collaboration among the stakeholders are keys for the continued quality and rate improvement of the Ambulatory Perioperative Services W2W. Consistent 24/7 implementation of control parameters will lead to improved patient outcomes, increased case volume, and maximum productivity.



### REFERENCES

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