Project: Increasing First Case On-Time Starts in an Ambulatory Surgery Center
Last Updated: 7.31.2019

Team Members: Scarborough Surgery Center (SSC) OR Care Team

**Problem/Impact Statement:**
Improving on-time first case starts within MMC SSC is important as it directly affects the patient experience as well as the respect between members of the operating room team. Patients arrive expecting to have a procedure within a reasonable time after their arrival. When delayed, this causes patient and family anxiety and delays subsequent patient start times in a cascade of events, affecting additional patients. Through this initiative, MMC SSC will be positively impacted due to improved patient satisfaction, as well as an increase in care team well-being with improved respect, efficiency, and accountability from all team members.

**Scope:**
In scope: MMC SSC
Out of scope: MMC Bramhall, MaineHealth Hospitals

**Goal/Objective:**
Goal: 70% or more of the first cases start on time

**Baseline Metrics/Current State:**

**Root Cause Analysis:**

**Countermeasures:**

<table>
<thead>
<tr>
<th>Action</th>
<th>Date Completed</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Case On-Time Starts Workgroup Meeting</td>
<td>9/26/18</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Educating all surgeons and team members using Scrub Sink News</td>
<td>1/21/19</td>
<td>Completed</td>
</tr>
<tr>
<td>Calling first case patients the day before surgery to remind of arrival time</td>
<td>1/21/19</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Communication to all team members at SSC All Hands</td>
<td>1/24/19</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Posting of Late Arrivals by Physician on Opportunity Board</td>
<td>2/4/19</td>
<td>Ongoing</td>
</tr>
<tr>
<td>1:1 conversations with late surgeons</td>
<td>2/4/19</td>
<td>Completed</td>
</tr>
<tr>
<td>Adjusted patient arrival times for specific patient populations</td>
<td>2/4/19</td>
<td>Completed</td>
</tr>
<tr>
<td>Pharmacist onsite to assist with antibiotic allergies and verification</td>
<td>4/1/19</td>
<td>Ongoing</td>
</tr>
</tbody>
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**Outcomes:**

**Next Steps:**
- Re-evaluation of staggered start times
- Address issues of surgeons who arrive on time, but whose cases are often delayed
- Generate plan to sustain current successes
- Continued meeting of initiative group
- Daily emails to late surgeons

**Do**

**Study**

Using an interdisciplinary approach, first case on-time starts were dramatically improved from 50.2% in October of 2018 to meeting the goal of having 70% of cases starting on time. The total number of delayed first case starts was decreased through targeted steps to mitigate reasons with the highest occurrences.

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