

HOSPITAL SYSTEM IMPROVES UTILIZATION OF SURGICAL LASERS THROUGH A SHARED PARTNERSHIP WITH UHS



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Inova Health System is a nationally recognized network of hospitals that provides a full range of health services to meet the unique requirements of their patient and clinician needs. Inova recently invested in a new enterprise-wide effort called *OneInova* to establish process-based measures of quality across the organization. The goal is to standardize protocols that address the systematic challenges affecting patient experience, quality of care and nurse satisfaction.

CHALLENGES

At the onset of the implementation of *OneInova*, the nursing staff identified several challenges with the process and management of their facility-owned and outsourced surgical lasers. These challenges included inconsistent practices with scheduling cases, documentation of surgical laser procedures and equipment utilization. With each facility relying on its own set of practices, there was a lack of coordination around equipment availability, delivery and vendor management. This affected the nursing staff, as they would assume responsibility for the management of surgical lasers in between and during procedures. These challenges resulted in overall nursing dissatisfaction, surgical case delays and increased costs related to the management of Inova's surgical lasers.

SOLUTION

Universal Hospital Services (UHS) performed an on-site assessment of Inova's current clinical and operational landscapes surrounding their laser program. After a thorough evaluation of all internal processes, UHS delivered a report with specific recommendations to help Inova standardize the management of their lasers and improve the use and efficiency of the equipment between each facility. Following UHS' recommendations, Inova partnered with UHS to implement a program to manage all aspects of their surgical lasers with a dedicated, on-site team. The program included:

- **Standardizing the laser management processes** across Inova's facilities to improve equipment utilization and laser safety
- **Implementing a consistent scheduling and maintenance process** of equipment to increase the accessibility of patient-ready equipment and reduce surgical case delays
- **Eliminating dual-competing roles for nurses**, allowing them to focus on assigned tasks in the OR instead of equipment management
- **Reallocating equipment within the hospital network** based on need and assisting in the removal of end-of-life lasers from Inova's fleet
- **Providing a certified, regulatory compliant laser technicians** who is responsible for staffing laser cases, transporting equipment and maintaining compliance

PROGRAM RESULTS

The program was a key driver in the success of the *OneInova* efforts and revealed the following results in the first six months of implementation throughout the system:



"UHS scheduling is great. Technicians always arrive on time and are knowledgeable about the impact of OR throughput."



"We appreciate UHS technicians because they ensure surgical lasers are ready to go, exactly when we need them."



"Staff is very happy with UHS, because they take care of everything equipment related."