op*flo*

software solutions

to improve efficiency and reduce costs in the peri-operative environment

At a glance – op*flo* suite

- Aimed at O.R. managers and staff (anesthesiologists, nurses, surgeons)
- Aids in managing a suite of O.R.s and staff
- Integrates data from disparate systems
- Presents real time O.R. resource utilization data in one easy-to-use user interface
- Multiple user configurable status boards and reports
- Automated paging / decision support to improve first case starts / turnover time
- Records staff locations, assignments, and staff in / out times for staffing, billing, and ACGME requirements

op*flo* suite

flexible solutions for your workflow management needs

Case Study: Brigham and Women's Hospital
Department of Anesthesiology, Perioperative and Pain Medicine, Boston, MA USA

Facility At A Glance ~ Boston's Brigham and Womens Hospital (BWH) is a tertiary care hospital that is a founding member of the Partners Healthcare System. BWH is an internationally-known referral center for the most complex cases in nearly all areas of medicine. In fact, US News and World Report consistently ranks BWH among the nation's top 10 hospitals.

The BWH Department of Anesthesiology, Perioperative and Pain Medicine has a clinical staff of 120 Attending anesthesiologists, 145 fellows & residents, and 10 CRNAs. The Department provides a wide range of clinical anesthesia services in both inpatient and outpatient settings, including all Operating Rooms, many out-of-O.R. locations, Labor & Delivery, the Center for Preoperative Evaluation, the Surgical Intensive Care Units (SICU), and the Pain Management Center. The department provides care to over 45,000 BWH patients each year in over 50 O.R.s and 12 out-of-O.R. locations.

Organizational Challenges ~ With Staff and Residents providing anesthesia to over 130 patients daily in 60+ anesthetizing locations organizing, day-to-day and minute-to-minute staffing efficiency was a challenge. Clinicians can be on any one of over 15 different types of calls and spread out over a very large campus.

Multiple clinical, administrative systems, and paper processes were utilized to organize information and became the tool for real-time decision making in these anesthetizing locations. Often, by the time the all the data was gathered this information was out-dated or irrelevant. This data disparity created bottlenecks to efficiency and resulted in significant loss of revenue for the Department.

BWH's goal was to combine disparate data into one source of truth for staffing assignments and to increase real-time decision making.

Implementation Results ~ After installing the opflo suite, the administrative workload of the floor leaders and overnight call staff was reduced significantly. Managers no longer accessed different systems to view the O.R. case schedule, staff assignments, page staff and residents, view the call schedule, or manually record times the staff left the O.R. opflo applications provided all needed information in real time via an integrated, simple to use interface.

BWH also saved administrative time and effort. Prior to use of ORRMS, timesheets for staff were often incomplete or contained incorrect times and Resident times were not tracked at all. Now, staff times are automatically transmitted to the billing office and reports generated on whether residents are meeting ACGME work hour requirements.

The Future of opflo at BWH ~ In July 2012, it was widely publicized that Partners HealthCare would partner with Epic, the industry-leading provider of health information technology, to develop and implement an integrated, electronic health information system at all institutions across the Partners network by 2017.

As part of this initiative, Partners replaced all non-Epic systems with Epic. However, ORRMS was one of a few applications determined critical and not replaceable by Epic. Integration of Epic with opflo suite was performed successfully prior to Epic go-live, and the opflo suite continues to be used today at BWH as a critical tool to provide increased efficiency and cost savings.

About op*flo*

op*flo* was formed in 2004 in recognition of the need for improved efficiency and cost savings in the peri-operative areas.

op*flo* has developed a suite of applications that allows peri-operative managers, anesthesiologists, nurses, and surgeons to work more efficiently in a real-time collaborative manner. Operative cases can start quicker with fewer delays, Operating Room downtime can be minimized, and clinician work life improved, all while saving organizations money.

Why op*flo* suite?

op*flo* suite is a web based, real-time collaborative dashboard used to easily manage the current state of the Operating Room (O.R.) and Recovery Room (R.R.) areas. Its unique and intuitive interface allows easy visualization of procedures, case status, and patient flow. Its patent pending feature set allows effective management of under-utilized O.R. block time and proactive prevention of patient & case related delays.

Our software integrates data from various systems and allows managers to simplify the daily tasks of managing a suite of O.R.s/R.R.s. Managers can instantly communicate with staff via integrated paging, be alerted of case changes and delays through automated decision support, and be aware of staff call schedules and special requests as they are making staffing changes.

The system also tracks overtime payroll expenses and can be integrated with billing systems. Customized reports, such as on resources used, staff/CRNA times, and resident work hours, are available for post-hoc analysis of areas of improvement.

op*flo* suite is an extremely affordable solution that can save the hospital O.R. utilization time and money.

System requirements

Client side: Any modern web browser on Microsoft Windows, Apple MacOS, or Linux.

Server side: Compatible J2EE server, PostgreSQL or other SQL compliant database server

Improve operating and recovery room workflow and efficiency

The perioperative areas are high revenue centers for the hospital. Efficient workflow and throughput are required to maximize cost savings and increase revenue. Optimization of these complex and dynamic areas require significant and constant management. A real-time workflow management system aids in monitoring and improving perioperative workflows.

Visualize your workflow
- View progress of O.R.s and case status
- Immediately identify under-utilized O.R. time
- View staff room assignments, including call and shift assignments to determine who is available

Streamline O.R. management responsibilities
- Universal one-click search of cases, surgeons, staff
- Easily identify available staff
- View data from different sources in one user interface
- Page staff directly from application
- Keep track of staff breaks and requests
- Decision support to keep the O.R. on time / reduce turnover time

Improve staff quality of life
- Immediately know who's on call today and tomorrow, and who stayed late yesterday
- Keep track of staff requests

Reduce costs
- Generate reports to determine if you are meeting your staffing needs
- Determine your fixed and variable staffing costs
- Reduce administrative work of manual entry of staff overtime into billing system

Make your team more efficient
- Keep track of where staff has been and who is free
- Automate room-ready, patient-in pages
- Utilize resources as you need them and know what your capacity is
- All staff can view same information, in real-time

op*flo*

"With ORRMS, we can look back at historical case data to help improve our future staffing efficiency."

Chairman, Department of Anesthesiology & CMO
Massachusetts Eye and Ear, Boston, MA

"Nursing leadership has easy access to staff assignments from various locations, even outside the O.R"

Program Director
Peri-Operative Nursing Informatics
Brigham and Womens Hospital, Boston, MA

"The opflo suite of applications has dramatically improved communication surrounding staffing assignments because everyone is looking at one true source. No more conflicting paper assignments."

Chairman, Department of Anesthesiology,
Salzburger Landeskliniken (SALK), Salzburg, Austria

For more information, visit
www.opflo.com

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