

CASE STUDY

FOAA

ANESTHESIA SERVICES



Safety. Warmth. Comfort.

Hospital B recognized for the first time as a Five Star Excellence Award Winner.



Substantial Operational Savings and Improved Efficiencies

The hospital administrator of Hospital B sought a change in anesthesia department management. A medical staff survey showed the department scoring in the bottom 30% when compared with other anesthesia groups. This information was gathered in an independent survey that measured the level of customer service at the facility. The hospital experienced staffing shortages under the previous anesthesia group which resulted in closed operating rooms and lost revenue. FOAA Anesthesia Services recognized the critical nature of improving medical staff satisfaction and was selected over a number of competitors, including a large national staffing company. Given the hospital's long history as an exemplary advanced acute care facility with a cardiac surgical program, high risk obstetric services and invasive cardiology, it was clear that this undertaking would require a high level of commitment and energy.

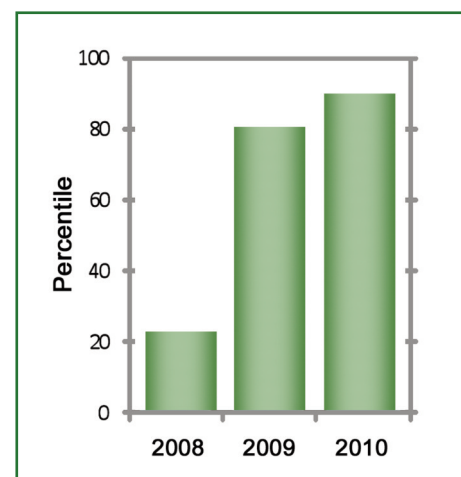
FOAA brought management expertise, reliable anesthesia coverage and recruited top anesthesia providers **reducing the cost of the provision of anesthesia services**. A team was formed to assess the situation, develop a plan, and implement changes to improve medical staff satisfaction. Following the assessment, a plan was created and steps were implemented to improve customer satisfaction including:

- Adjusted weekend staffing coverage
- Established responsiveness protocol for the in-charge telephone
- Designated liaison from the anesthesiology department to the obstetrics department
- Adjusted CRNA coverage in order to assist OR nursing with IV starts to improve on-time case starts
- Implemented a systemic quality review process including monthly morbidity and mortality conferences (process previously non-existent)
- Implemented Joint Commission-mandated departmental policies and post operative assessments including rounding in OB and general patients where appropriate (policies and assessments previously non-existent)

FOAA implemented policies and procedures resulting in **improved on time starts and decreased anesthesia delays for first start cases from 13% to 2%**.

The PRC scores showed a significant improvement in medical staff satisfaction with anesthesia services (**nearly a 50% increase**) in the first year of FOAA management. In the following year, the PRC survey revealed medical staff satisfaction ratings of "excellence" had improved from the bottom third to the 80th percentile among hospitals rated nationally. The anesthesia department was recognized for achieving **FIVE STAR EXCELLENCE** and efforts that resulted in raising satisfaction to the highest 90th percentile for excellence!

PRC Physician Perception Survey of Anesthesia Services at Hospital B



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