The #1 Orthopedics Hospital In The U.S. Takes Their Excellent Performance To The Next Level

HSS HOSPITAL FOR SPECIAL SURGERY

"Hospital for Special Surgery is relentlessly focused on advancing quality, efficiency, and access. Our use of Hospital IQ creates roughly 7 – 10% flex in the system through time released, providing our surgeons more opportunities to continue extending the boundaries of what is possible in musculoskeletal care.

Scott DeNegre, PHD
Senior VP, Operational Excellence and Chief Performance Officer

500+
hours of block time reallocated weekly

55
cases booked weekly in released time

29
days average release time for unneeded block

Customer Overview

» Located in New York, NY
» World's leading academic medical center for musculoskeletal health
» 46 ORs with over 30,000 annual surgeries
» HIQ partner starting in 2020

THEIR PROBLEM

This complex, high-performing organization was blocked from achieving next-level performance by manual processes that:

Created inefficiencies in block scheduling and daily management due to:

» A complex, manual allocation process only understood by a few employees
» Lack of transparency to allow surgeons to understand limitations
» Traditional release policies that didn't leave necessary time to maximize OR schedule access

Led to difficulty segmenting and isolating data across leadership which:

» Prevented the compiling and analyzing of data in a time effective manner even with a full team
» Led to decision making based on anecdotal or incomplete evidence
» Hindered ability for operational excellence teams to align and implement new strategies

OUR SOLUTION

With Hospital IQ's Perioperative solution, HSS was immediately able to:

Automate block management processes across all service lines which:

» Moved requesting and releasing time from a paper and phone process to a digital one
» Provided access to hidden and available OR capacity through an online marketplace
» Enhanced a sophisticated decision making process for allocating block time

Create a real-time source of truth and freed data across the organization to:

» Automate complex business rules for all decision making
» Streamline distribution of data to executives, surgical chiefs, and service line leaders
» Relieve analysts of countless hours of manual work to focus on other issues