

Increasing Block Utilization to Drive Bottom Line Revenue and Grow Surgical Volume



The reality is that **hospitals are places swimming in data**, but have very little insight. It is difficult to turn the data into something they can take action on.

Yi-An Huang
Senior Director of Procedural Operations 



\$11.6M

additional margin accumulated over 3 years



80%

surgical block utilization achieved and sustained



3%

increase in case volume over 3 years

Customer Overview

- » 25,000 inpatient admissions annually
- » 496 beds
- » 19,000 surgeries annually
- » Private, not-for-profit academic hospital

THEIR PROBLEM

An inability to quickly pull and analyze data led to cumbersome, inefficient processes:

A central executive committee managed all block allocation, leaving BMC with:

- » Limited insight into how time was being used
- » A significant gap between accountability and responsibility for service line managers and surgeons
- » Reliance on a senior leader to manually prepare 50+ page reports

Limited insight into their operational performance resulted in:

- » Reduced margins from OR cases as a result of underutilized workforce
- » Inability to fully serve a growing patient population
- » Low visibility to performance compromised opportunities for improvement

OUR SOLUTION

With the insights from Hospital IQ's Perioperative solution, Boston Medical Center was able to:

Capture and analyze data in real-time so the committee could:

- » Analyze time at a granular level, matching surgeons to specific cases
- » Reallocate surgeon blocks based on surgeon usage patterns
- » Empower service line managers to schedule and manage their own blocks

The increased OR utilization created by these improvements delivered:

- » A 3% increase in case volume over a 3-year period
- » Sustained increase of \$3.9 million per year in additional margin
- » An 8% improvement in OR block utilization