

# Reduction of ASC Turnover Time Decreases Patient Wait Time and Clinical Costs



## Center Profile

Located in Altamonte Springs, Florida, this AMSURG ASC partnership is a freestanding, two-room endoscopy center that performs more than 6,300 gastroenterology cases per year with five GI physicians.



## Center Challenges

The center management team identified issues with patient flow and procedure room turnover times that resulted in:

- Procedure delays
- Long patient wait time
- Higher clinical costs

## Benefits of Partnering with AMSURG



### 30%

**30% reduction**  
in procedure room  
turnover times, from 10  
minutes to 7 minutes



### 10%

**10% reduction**  
in clinical salaries



### 23%

**23% reduction**  
in patient time at the  
ASC, from 117 minutes  
to 90 minutes



## Testimonial

"The changes AMSURG implemented significantly improved our overall efficiency. Labor is better utilized with the rooms cleared on time. Patients are also more satisfied, as it decreased their wait time for procedures. They frequently comment on the smoothness of the process, as it only takes about 90 minutes total."

**Tameika Anderson**, MSN, RN, Center Leader

To discuss how AMSURG's expertise can improve performance at your facility, call **877.741.0085** or email [partnerships@amsurg.com](mailto:partnerships@amsurg.com).

# AMSURG

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## The Challenge

The center management team wanted to improve overall efficiency and increase patient satisfaction. They identified issues with patient flow and procedure room turnover times that caused:

- Procedure delays
- Long patient wait time, which negatively impacted patient experience
- Increased clinical costs

## Solutions

**AMSURG initiated a turnover time study to improve patient flow and wait times, as well as clinical costs.**

AMSURG collaborated with center leadership to decrease turnover times by conducting a comprehensive time study. Turnover time is defined as the time the first patient leaves a room until the next patient arrives in that same room.

By lowering turnover times, a center is able to:

- Optimize patient flow by improving procedure start times
- Improve patient wait times
- Identify potential cost savings for staffing and supplies

**The team made patient flow improvements to reduce turnover times.**

Phase one of the time study found a turnover time of 10 minutes, compared to AMSURG's benchmark of 8 minutes or less. In order to reduce turnover times, the center made the following process changes:

### Revised Physician Flow

1. After each procedure, the physician goes directly to the post-anesthesia care unit (PACU) to meet with the patient and patient's family. Staff ensures the family is waiting for the physician.
2. The physician completes the operating report using dictation.
3. The physician then returns to the procedure room to start the next procedure.

### Revised Clinical Staff Flow

1. The staff performs "room huddles" and discusses how the caseload will be handled.
2. Anesthesia gets the patient from the admissions area.
3. The RN goes to pre-op to get the next patient while the surgical technician turns over the procedure room.
4. Anesthesia is responsible for transporting patients to the PACU and giving a report.
5. Cross training allows staff to cover each other for breaks.

## Results

Physicians, nurses and clinical staff improved teamwork and processes, which streamlined operations. A second time study assessment confirmed improved results:

- Reduction in procedure room turnover times, from 10 to 7 minutes
- 10% reduction in clinical salaries
- Reduction in patient time at the ASC, from 117 minutes to 90 minutes, resulting in positive patient comments and improved satisfaction



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