



Improving Satisfaction All Around Thru Accurate Booking in a Primarily Ophthalmology Based ASC

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Introduction



Our Ophthalmology Based ASC:



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Methods: 6-month period before & after





Analyzed

Frequency nursing stayed after shift & after call
split out by day of the week
Last case start hour & last case end hour
split out by day of week & individual ophthalmologist case duration accuracy

Based on results

Gathered a team to understand the scheduling process
Chose to simplify scheduling by choosing codes based on diagnosis

After implementation of the new process

Analyzed the outcome data for:
Changes relating to case accuracy
Daily end time percentages

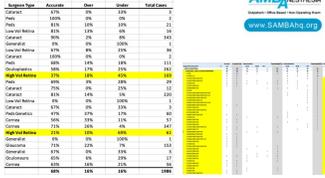
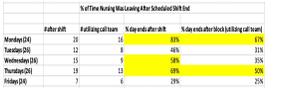


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Results

- Cases were running after shift 58% & the call team was staying late about 41% of the time but 50+% on Mon/Thurs
- Analysis of scheduled surgical times revealed 2 surgeons as significant outliers – both high volume retina surgeons
- For retina cases, it was noted that the EMR averaging was defaulting to surgeon preferred time because of the high degree of variability in allowed scheduling options
- Implementation: Simplified booking choices based on diagnosis in clinic

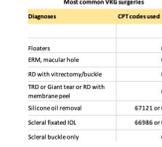
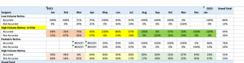




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Conclusion

- Aligned CPT code selection w/ the dx associated with each surgery.
- Simplifying the coding had a positive impact for ophthalmology schedulers by streamlining workflow
- Case duration accuracy improved from 61% to 75% after the intervention
- Indirect effect: Scheduling started using this process for another retina surgeon which increased their accuracy from 26% to 53%


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Thank you!

None of this would have been possible without this team




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