



IMPROVING OPERATING ROOM CYCLE TIME

How Tagnos patient flow solution helped a renowned hospital reduce OR cycle time and cut costs

ABOUT THE CUSTOMER

With 24 OR suites and more than 400 beds, the acute care hospital is named by U.S. News & World Report (2018-2019) among the Top 10 hospitals in California — and among the Top 50 U.S. hospitals.

Prior to implementing Tagnos patient flow solution, the hospital had an average cycle time of 354 minutes per case, which consisted of patient wait times before and after registration, pre-OP process and PACU/recovery. The hospitals' processes required clinicians and staff to manually capture patient data, stealing time from other critical responsibilities and impeding real-time collaboration. This “wasted” time came at a hefty cost. Hospital experts estimated a costly \$12 per minute of Pre-Op time and \$30 per minute of PACU/recovery.

CHALLENGE

Like so many of its peers across the country, this hospital had to contend with the daily shortcomings of prolonged cycle times that weren't transparent to staff — while striving to improve the patient experience. With patient volumes and surgeries projected at a continuous incline, patient wait times through each OR sequence would surely get longer, not shorter, if processes continued as-is.

Clinical staff, with a myriad of responsibilities, were forced to rely on memory for after-the-fact manual entry of data, creating room for error. When trying to determine the underlying cause of the hospital's operational inefficiencies, management didn't have accurate actionable data — they had to rely on opinions or incomplete data.

CHALLENGE

Manual patient data capture resulting in inefficient workflows.

SOLUTION

Automated live data capture with Tagnos patented patient flow solution.

RESULTS

- ▶ 12.7% reduction in overall cycle time — an average of 40 minutes.
- ▶ Cost savings of over \$1.6M per year.



SOLUTION

The hospital needed concrete, automated live-data capture to drive accountability, increase transparency and improve productivity. It chose Tagnos patient flow solution because Tagnos offered flexible, robust and customizable software that could effortlessly interface with EHRs and other clinical systems to meet the hospital's specific pain points.

Within 60 days, the solution was up and running, enabling the hospital to tag all patients with RFID-tracking wristbands that automatically capture data from the time of hospital check-in. The wristbands automatically capture key sequences in the OR workflow and seamlessly communicate with the Tagnos software platform to provide a live stream of information. This not only dramatically reduces the need for manual data entry, but also allows the hospital staff to effortlessly collaborate in real-time, saving precious minutes throughout the entirety of patient care. The hospital also opted to include displays for staff and patient's families. The staff displays show patients' statuses so the care team can quickly identify bottlenecks or prolonged wait times, and the visitor display lets family members track their loved one through their care.

Tagnos patient flow solution records, analyzes and presents information at every point in the care process. It's used for real-time data capture, timestamp recording, waste identification and bottleneck detection to aid decision-makers as they prioritize improvements.

RESULTS

Since implementing Tagnos patient flow solution, the hospital has eliminated the need to manually capture timestamps. Cycle times have significantly decreased throughout the various OR sequences. The platform also gives the hospital visibility into time patients spend within each sequence, which it can now use for process improvement efforts related to operational workflows and patient experiences.

The statistics tell the story. In the course of 13 months, the hospital saw a 12.7% reduction in its overall cycle time – saving an average of 40 minutes from each case and over \$1.6M per year – more than 11x the hospital's investment. The hospital plans to use this cycle time reduction to increase its service capacity and continue to improve operational and clinical efficiency.

For the hospital workforce, the use of Tagnos technology increases the time they are able to spend at patients' bedside, which can improve job satisfaction. The care team is able to focus on patient needs and care compliance – rather than wasting time manually inputting patient information.

Reduced wait and improved patient flow can also translate to better quality care experiences for patients. As competition for patients continues to increase among healthcare providers, Tagnos provides a differentiator that puts patient and hospital needs at the forefront of care.

PATIENT FLOW SOLUTION

Patient Workflow



PROCESS MAPPER

Unique, patented logic behind hospital workflow and sequences.



METRIC CAPTURE

Captures and compiles data into easy-to-use information to identify areas of improvement.



SERVICE STANDARDS

Sets rules and benchmarks for permissible patient wait times before sending an alert.



CARE TEAM COLLABORATION

Enables hospital staff to communicate on the same platform.



REAL-TIME DISPLAYS

Compiles live information into visual displays to stay up-to-date on patient flow.



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