

BACKGROUND & PURPOSE

- Large academic medical center neurosurgery service experiencing **growth in patient volume**
- OR team identified need to optimize **first case on-time starts (FCOTS)** and **turnaround time (TAT)**
- Improving these metrics aimed to **reduce delays, streamline throughput, and increase capacity for add-on cases and over all case volume**



OBJECTIVE

- **Multidisciplinary team formed:** surgeons, nurses, CSTs, anesthesia, CSPD staff, and project manager
- **Objective:** improve key efficiency metrics with input from all teams

IMPLEMENTATION

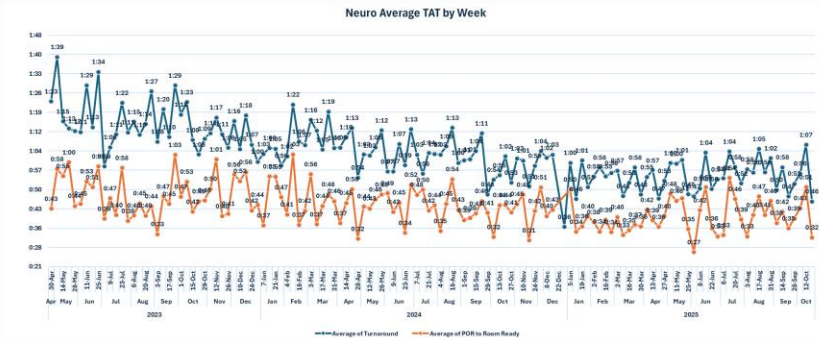
- **Four focused workgroups established:** Scheduling, CSPD, Intraoperative, and PACU; each targeted specific improvement opportunities
- **Structured governance:** workgroups met weekly and reported progress monthly to the larger multidisciplinary team
- **CSPD initiatives:** created an emergency case cart for urgent add-on cases, trialed new surgical clips, and ordered additional trays based on utilization data



- **PACU initiative:** designed and implemented a new workflow for managing light-sensitive medications
- **Scheduling improvements:** developed standardized booking codes and provided training to improve scheduling accuracy
- **Intraoperative initiatives:** implemented a digital whiteboard for daily flow, created positioning carts, established monthly check-ins with leadership and residents, and conducted root-cause analyses for delays exceeding targets

RESULTS

- **Team-led interventions drove both operational and cultural improvement,** strengthening communication and team morale
- **Turnaround time improved by 30%,** consistently sustaining performance under 60 minutes
- **First Case On-Time Starts increased by 20%,** exceeding 90% compliance



DISCUSSION & IMPLICATIONS

Building a multidisciplinary team around shared goals and frontline-driven solutions improves efficiency, strengthens communication, boosts morale, and ultimately enhances patient care quality.