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MELBOURNE, FLORIDA
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We had a Vision





We had a Mission

Mission:

CCSC is dedicated to promoting the health and meeting the ambulatory surgical needs of the patients in our area by providing high-quality, cost-effective care in a comfortable, patient-centric environment.



We had talent and still do





And more talent...





The Pyramid of Success





9 Steps to Set Up for Success

1. Set clear expectations
2. Provide context
3. Seek commitment
4. Communicate & promote the team mission
5. Choose the right skill sets
6. Find engaged "learners"
7. Instill excitement
8. Encourage free-thinking
9. Plan for growth



Training & Preparing

- Confidence & competence through training & preparation:
 - Planning sessions & dry runs
 - Equipment & supplies training
 - Procedure "concepts"
 - Back-up planning & "what if" scenarios – bleeding, hospital transfers
- Video feed in surgery – only way for some staff to see the work and grow their knowledge



Checklist for Successful Teams

- Communication
 - Mission statement
 - Roles & responsibilities
 - Huddles & rounds
- Commitment to Excellence
 - Passion
 - Engagement
- Capability
 - Technical skills
 - Willingness to learn



The Beginning-Ignite the Process





Add Spines

IMAGINE

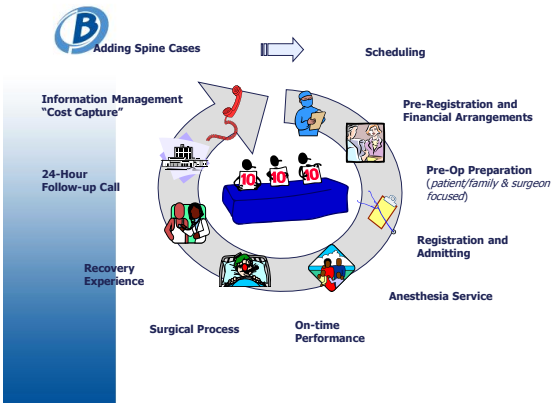
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Complex Spine Cases

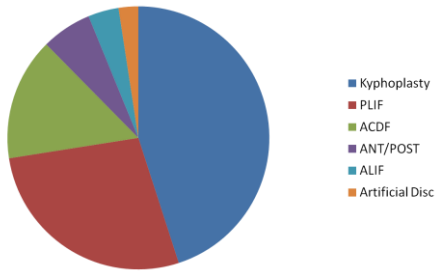
Getting past the "fear factor:"

- Retain "safety first" focus
- Effective teaching & learning styles apply



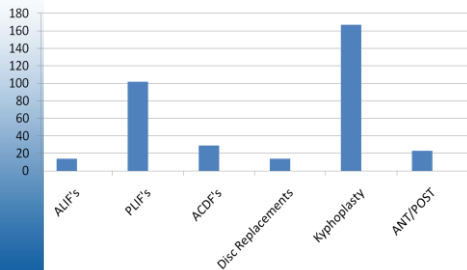


At CCSC the Proportion of Cases





Number of cases





Who is your patient?

- Selection, Selection, Selection
- Engage the care givers, family, significant others, home health nurses if applicable
- Begin the educational process from the first office visit
- Offer tours for the patients to visit and meet care givers



Planning

- Careful planning and preparations
- Dry runs
- What if's played out...
- Frequent drills
- Continual education
- Forward thinking from all personnel
- Team spirit



Outcomes

- Of all the cases
- 1 Conversion from Laparoscopic to Open-managed without admission
- 1 admission from BP issue (newly on Beta blocker) in our first two years

WHAT A SUCCESS!!



Target Your Goals

Change the perception of the community

- 1.Hire reputable leaders
- 2.Build a team
- 3.Prove you can do it
- 4.Repeat and repeat
- 5.Word will spread



Do your Homework

- Asset valuation
- Analyze frequently
- Accurate data
 - Benchmarking
- Ascertain problems
 - Debt
 - Payroll-eliminate overtime



Sustain It

- Market your expertise!!
- Schedule your cases smartly and efficiently
 - Place back to back cases that are alike to decrease turnover times
 - Increased staff acceptance by less movement of equipment
 - Have dedicated flip rooms that insure surgeon buy-in



Coding is Key

- The experienced coder can bring in the dollars
- Key word placement can assure the best reimbursements
- Work with your surgeons to template the wording
- Know your payors
- Be comfortable challenging the insurance companies (maybe they have outdated books)
- Have resource books to validate your claims
- Are there carve outs for implants or negotiation avenues



Join a GPO

- Make it a good one- preferably a national organization
- Get Hospital prices at your surgery center
- Have a dedicated and talented negotiator



Manage Your Inventory

- Keep your par levels low
- Order no more than once a week (if you have more stock then it can expire and lose its savings)
- Look at your case load and add 10% (keep a good relationship with other centers to borrow if case load changes)



Watch New Products

- Surgeons are tempted with the latest and greatest toys
- Surgeons do not know how much things cost
- Do not allow new things to come in without committee and board approval
- The approval process must be a collective and collaborative effort for efficacy and cost-containment



Words of Wisdom

What you do not monitor you cannot manage!

Monitor everything you can

- Evaluate costs with discernment
- Will smaller sizes work or are larger sizes more economical
- Involve staff with cost efficiencies



Grow Relationships

- Work with other Surgery Centers and Hospitals that service the same products
- Have good vendor discussions
- Honesty and reliability cannot be faked
- Be open to frank discussions with your vendors regarding pricing



Market Your Center

- What insurance pays the most?
- Do a patient search. Are they coming from a company that reimburses well? Market yourself to them
- Set up fairs or ask your surgeons to give talks on spine disorders or workshops for proper body mechanics or give screening exams
- Have Open Houses for your surgery centers- Educate your community



Thank You! Questions and Discussion