



10 Great Ideas for QI Studies

10th Annual Ortho, Spine, and
Pain Mgmt-Driven ASC
Conference
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Surgical Management Professionals
600 S. Cliff Ave, Suite 106
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Presenter Background

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Senior VP of Clinical Operations
Surgical Management Professionals

- ❖ 22 Years as RN at Sioux Falls Surgical Center/Sioux Falls Surgical Hospital
- ❖ 27 years of experience with QI



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Conduct Employee Satisfaction Surveys

- ❖ Satisfied employees impact patient satisfaction
- ❖ High cost of staff turnover



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Perform Case Costing Analysis

- ❖ Are you able to measure that each procedure is at least breakeven or marginally profitable?
- ❖ Identify opportunity for negotiation for Charge Master adjustment and payor negotiation.



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Perform an Instrument Loss/Repair Analysis

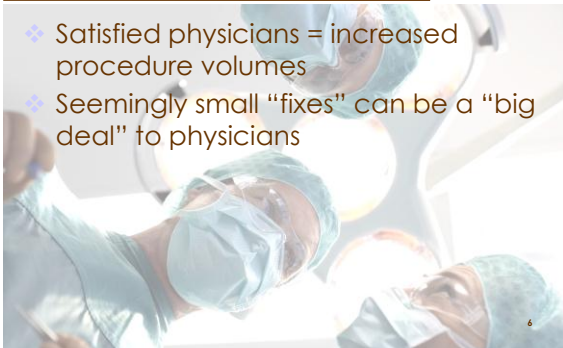
- ❖ Instrument repair/loss can be a subtle but expensive "creep" in expenses
- ❖ May identify a staff training opportunity



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Conduct Physician Satisfaction Surveys

- ❖ Satisfied physicians = increased procedure volumes
- ❖ Seemingly small "fixes" can be a "big deal" to physicians



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Evaluate "Eco Friendly" Impact of Your Facility

- ❖ Is your facility as "green" as it can be?
- ❖ Include environmental impact in decision making for supplies, products and processes.



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Audit Inventory Practices

- ❖ Supplies are universally the second highest expense for ASCs
- ❖ Create "best practice" for supply management processes to maximize profitability



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Measure Patient Registration Times

- ❖ Big component of patient satisfaction
- ❖ Contributes to efficiency (and bottom line) for the facility

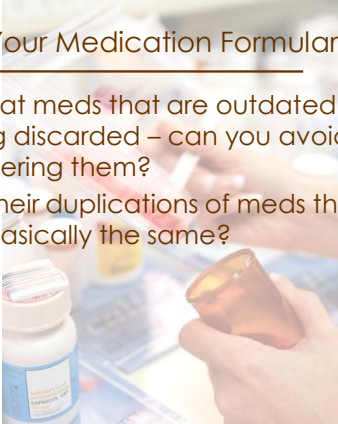
XYZ Surgery Center				
Quarterly Performance Analysis Report For Quarter Ending Dec2010				
415 Patient Survey Responses Were Received This Quarter				
Overall & Category Scoring	This Quarter		Last Quarter	
	Score	Net Average	Score	Change
Overall Score	94.3	93.8	94.5	-0.2
Facility	94.0	93.0	94.0	0.0
People	95.1	94.9	95.4	-0.3
Personal	96.7	94.6	94.8	-0.1
Process	92.7	91.6	92.3	0.2
Key Indicator Summary	This Quarter		Last Quarter	
	Score	Net Average	Score	Change
Confidence in care received	95.4	95.7	96.3	-0.7
Recommend facility	95.9	95.1	95.3	0.2



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Assess Your Medication Formulary

- ❖ Look at meds that are outdated and being discarded – can you avoid reordering them?
- ❖ Are there duplications of meds that are basically the same?



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Review Accuracy of Procedure Coding

- ❖ Coding accuracy is a compliance issue
- ❖ CERT reviews/ RAC reviews
- ❖ Ensure you are maximizing revenue



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Questions/Comments?



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