



ADVANTICS™ Workflow Optimization Solution at United Hospital

United Hospital's Heart and Vascular staff recognized there were bottlenecks in the hospital's electrophysiology (EP) lab turnaround and patient readiness processes. These bottlenecks were affecting patient satisfaction, staff productivity and physician engagement.

Engaging with Boston Scientific's ADVANTICS solutions team enabled the hospital to identify the root causes. With this analysis, the ADVANTICS solutions team implemented a Workflow Optimization initiative designed to decrease turnaround time and improve first case on-time starts. The results were significant: in less than a year, the initiative has reduced turnaround time by 34% — consistently exceeding their goal of decreasing turnover by 25%.

Challenge

Lab turnaround and patient readiness processes were leading to slower start times, resulting in case delays, reduced employee engagement, and a decrease in physician productivity. Departments worked independently making it more difficult to achieve a cohesive and cooperative process strategy.

Solution

The ADVANTICS Workflow Optimization Solution provides a discipline for bringing stakeholders together to achieve project goals.

Boston Scientific, working with Allina Health – United Hospital Heart and Vascular, brought key stakeholders together at a solution development workshop to collaborate on a future-state map and a project management plan. They set shared goals of:

- Decreasing EP Lab turnaround time by 25% or 14 minutes
- Increasing first case on-time starts from 20% to 75%

To achieve these goals, the United Hospital Heart and Vascular team was able to collaborate effectively to determine quantifiable measurements and process improvements. Specifically, they agreed to prioritize opportunities based on effort vs. impact; set metrics that can be tracked; and define mutually approved roles and responsibilities to own the processes.

This Workflow Optimization discipline proved very effective initially— quickly achieving the desired goals, and over the long term, sustaining results.

About the Hospital

Allina Health's United Hospital in St. Paul, Minnesota, is the largest hospital in the Twin Cities east metro. It provides a full range of health care and is recognized nationally and locally for its expertise and care.

With more than 350 beds, the hospital serves more than 200,000 patients and their families each year. It is equipped with three EP labs and four CV labs.

34%
Reduction in
turnaround
time

200%
increase in
on-time starts



Outcomes

Before the Workflow Optimization solution was implemented, average EP room turnover was at a baseline of 56 minutes. With the solution, it went to an average of just 37 minutes, surpassing the goal of 42 minutes: a 34% reduction in turnaround time.

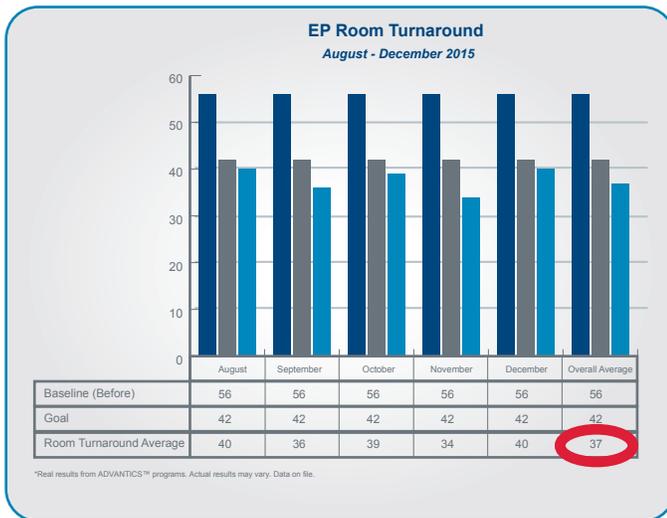
In addition, first case on-time starts were at 20% as a baseline. Those jumped to an average of 65% — over 200% increase in on-time starts.

These improvements are projected to achieve the following in annualized savings and projected revenue benefit:

- In total: >\$70,000* in savings
- \$1.2M in revenue due to Physician procedure productivity

* Does not include increased physician productivity

Significant progress in moving from 20% to 65% of first case on-time start times



“The discipline of the ADVANTICS solution gave us the tools and ongoing approach to achieve continued improvement. It’s clear that Boston Scientific has the deep knowledge in operational efficiencies and breadth of health care industry experience to accelerate and sustain change. I appreciated how well the BSC team worked with my staff and effectively engaged them in the performance improvement process.”

-Dr Thomas Biggs, United Hospital

About ADVANTICS™ Innovative Healthcare Solutions

Boston Scientific's ADVANTICS solutions are tailored to accelerate and sustain cost, quality and growth transformation in hospitals. Using a data-driven approach, your ADVANTICS team collaborates with you to create lasting impact across your organization.



Improve
Financial
Health



Enhance
Patient
Experience



Build
Staff
Engagement



Strengthen
Quality
Outcomes



Increase
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Efficiencies

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