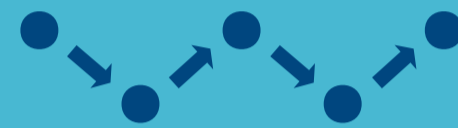


# WORKFLOW SPOTLIGHT: HEALTHEAST CARE SYSTEM'S TEN CRITICAL SUCCESS FACTORS FOR MAXIMIZING PERIOPERATIVE EFFICIENCIES IN URETEROSCOPY\*



## CARING ABOUT PATIENTS

Outstanding patient care and patient experience are kept front and center.



## CONSISTENCY

Formal standardization of processes, equipment and supplies, room set-up, etc. ensures no surprises impede efficiency.

## COMMUNICATION

Constant communication is expected by entire care team to ensure anticipated schedule is successful. New issues are resolved as they arise.



## CONTINUAL FLOW

Patients move fluidly through the system; disruptions are avoided by planning for what-if scenarios.

## CHAMPION

Physician champion demonstrates leadership and empowers team engagement in driving efficiency.

## CONTINUOUS QUALITY IMPROVEMENT

Ongoing quality improvement initiatives enable further efficiencies to be achieved.



## CROSS-TRAINING

Team members understand each other's roles and have flexibility to seamlessly pitch in to assist.



## CAMARADERIE

Team members know their contributions are valued. Sense of purpose is high. Staff genuinely enjoy working together.



## CLINIC ONSITE & SWING ROOM

Physical resources define potential. When available, an operating swing room and on-site clinic can markedly enhance efficiency.



## COLLABORATION

Staff go above and beyond to better serve patients.

