



Surgical Services Solutions

ACCESS TO QUALITY CARE REPRESENTS AN ONGOING CHALLENGE IN HEALTHCARE DUE TO LIMITED RESOURCES AND SKYROCKETING COSTS OF CARE. SURGICAL SERVICES ARE AMONG THE MOST RESOURCE INTENSIVE AND EXPENSIVE TYPES OF CARE.

ReefPoint Group has developed the Model for Excellence in Design and Improvement in Care (MEDIC) to effectively use resources in a myriad of hospital areas to include pre-op, operating rooms, post-op, sterile processing, and long-term recovery areas. Our team develops current state process maps, identifies inefficiencies, proposes process redesign, and delivers comprehensive change management services.

ReefPoint Group institutes Quality Governance Framework and Data Driven Analysis methodologies to conduct department level reviews of patient service offerings and identify areas of improvement in patient safety, quality of care, resource utilization, patient access, and staff satisfaction - resulting in a positive patient experience.



QUALITY GOVERNANCE FRAMEWORK

ReefPoint Group performs process improvement work for medical organizations by first instilling a quality governance framework to define priorities, optimize resources, and reduce variations in training, attention to detail, or uncertain decision making due to an unidentified best practice at the lowest practical levels.

We leverage Robotic Process Automation (RPA) principles to standardize processes and guide clinical decision making. Throughout the process, we make recommendations, but we also help with the change management, training, implementation, and provide the tools to continue to monitor performance and drive further improvement for:

- Hospital operating rooms
- Ambulatory surgery centers
- Emergency surgical services
- Temporary surgical suites
- Operational, forward medical centers



DATA DRIVEN ANALYSIS

ReefPoint Group provides advanced data science support including risk stratification, machine learning, artificial intelligence (AI), and predictive modeling to identify proactive opportunities for change. Our data scientists analyze current state patient flow, operating room delays, day of surgery delays, and compare current-state to future-state process flow to maximize efficiency.

We provide analytics dashboards that use physical triggers, barcodes, and custom process improvement metrics embedded in the existing suite of data analytics programs such as:

- Cerner
- Epic
- Meditech
- Allscripts
- Other government and commercial legacy systems








**Innovative Solutions
Propelling Dynamic
Transformation.**

Different operating rooms face different challenges. We have developed Traits of Success regardless of size, location, and resourcing constraints to accurately measure efficiency and make needs-based determinations.



Past Performance

SURGICAL SERVICES RESULTS

SITE A	13,809	21	18% INCREASE	-13 min. 33% DECREASE	-14 min. 66% DECREASE	-\$1.7M 66% DECREASE	+10.6 CASES DAILY
SITE B	4,032	7	39% INCREASE	-7 min. 31% DECREASE	-10 min. 21% DECREASE	-\$1.4M 50% DECREASE	+5.1 CASES DAILY
							
	Annual Procedures	Operating Rooms	On-Time Start	Room Turnover	Surgeon Turnover	On-Hand Inventory	Increased Capacity (Daily)

MAIN OPERATING ROOMS (MORS)

A military medical center we supported had issues with Main Operating Rooms (MORs) planning and capacity and could not support high volume operating rooms as needed. To prevent cases lost to commercial networks, we looked at alternative scheduling methods, for example having surgeons utilize multiple ORs to avoid room turnover and combining similar cases for surgical teams. We improved case estimation to accurately schedule clinical and surgical hours for efficient space usage.

It only took ReefPoint Group seven months to see results. We were able to drive these results in a very restrictive medical space that had security concerns, budget cuts, transient staff, and old infrastructure. Leveraging a small, tailored team, we can work in any surgical suite against any constraint or challenge.

OPPORTUNITIES FOR IMPROVEMENT:

- 19% of clean ORs unstaffed at any given time
- Additional 33% of ORs were under-scheduled by at least one case
- Case mix between MOR and ASC space was unbalanced creating significant delays for specific case types (21% waited more than 45 days)
- 39% of ORs do not have a first case on-time start
- Upwards of \$12M in cases available to be recaptured from the commercial network
- Five patient care rooms used as overflow storage for Surgical Services
- 40% of high use items not purchased through main supply system
- 15% of surgical sets were found to be missing instruments

SUSTAINED CHANGES

As patients interact with different resources such as nurses, anesthesiologists, surgeons, schedulers, and administrative staff throughout their stay, ReefPoint Group optimizes interactions between departments and resources to increase quality care. We offer a set of recommendations that can be addressed in whole or in part to sustain change and prevent operations from returning to baseline levels in the future. Our team leaves behind reporting and dashboards that empower leadership to make decisions even after we have left and can provide outreach to assist with new challenges.

ABOUT US

REEFPPOINT GROUP, LLC IS A SERVICE-DISABLED VETERAN OWNED SMALL BUSINESS FOUNDED BY NAVAL ACADEMY GRADUATES IN 2008 WHO SAW AN OPPORTUNITY TO CONTINUE SERVING OTHERS TO HELP ENSURE OUR NATION'S VETERANS AND SERVICEMEMBERS RECEIVE THE FINEST HEALTHCARE AND SUPPORT SERVICES.

Founded by veterans.

