

4 SYMPTOMS
YOUR HOSPITAL MAY NEED A SURGICALIST INTERVENTION

SAMGI
SURGICAL AFFILIATES
MANAGEMENT GROUP

Managing a successful trauma and acute care surgery program is more challenging than ever before.

To excel, your program should be admitting at least 1% of total ED admissions as an acute care surgery case and achieve a CMI index greater than 2.09. It also should achieve acceptable surgical patient lengths of stay, readmission and complication rates. And it needs to deliver immediate care with standardized best practice guidelines, and excellent post-surgical care coordination and communication across departments.

If your facility is experiencing any of the below "symptoms", it's likely your trauma and acute care surgery operation is on life support—your revenue is flat-lining and needs a surgicalist intervention to revive it.

1. **Hospital leadership struggles with growing revenues for your surgical program**
2. **Your facility falls short of meeting ACS verified trauma center criteria**
3. **You're relying on local surgeons to provide emergency general surgical care**
4. **Patients report dissatisfaction with overcrowded EDs, delayed procedures, disjointed follow up and lack of family communications**

SAMGI HAS SOLUTIONS



WHAT IS A SURGICALIST?

A surgicalist (or surgical hospitalist) is a highly skilled, board-certified or -eligible surgeon who provides trauma and/or acute or emergency surgical care in a dedicated hospital setting.

Unlike locum tenens surgeons, SAMGI (Surgical Affiliates Management Group) surgicalists work on a team of always on-duty surgical partners to deliver 24/7/365 emergency general, orthopedic and neuro-surgical patient care. They're not temps or fill-ins.

They're full-time surgery teams whose sole focus is enabling emergency patients at emergency surgical-staffed challenged hospitals to undergo surgery without delays, improving clinical and patient satisfaction outcomes, and overall hospital performance.

SYMPTOM #1:
Hospital leadership struggles to grow revenues for your surgical program

Maybe you're turning away high revenue emergency surgical cases because you can't depend on the coverage. Or maybe a once thriving care area is just slipping away…to competing hospitals. Altogether, maybe the picture looks something like this…

- **General surgery operations make up less than 1% of your total ED admission volume**
- **Your ED metrics are below the national average**
- **Your ED is turning surgical patients away and others leave due to long waiting times**
- **Your average length of stay for trauma and acute care surgery patients is greater than 3.6 days …or you experience high complication and readmission rates**

Enlisting on-call community surgeons is extremely challenging, as more and more choose a better work/life balance and commitment to their own elective practices takes precedence. Clearly, for today's physicians, unpredictable, disruptive ED coverage is a conflict. What's more, the well-rounded general surgeon, once the staple of emergency surgery, is a dying breed. Compounding the problem, the longer patients wait for treatment, the greater their ongoing risks.

Emergency surgical revenue growth demands qualified, reliable on-duty trauma and acute care surgical coverage 24/7/365—it's that simple . . . and that difficult. But that's exactly what SAMGI provides—board-certified surgical teams dedicated to your hospital. No locum tenens. No on-call surgeons. Our programs have proven time and again their ability to deliver significant returns on investment, improve CMI, improved patient throughput and, most important, improve quality of care and patient satisfaction.



SYMPTOM #2:
Your facility falls short of meeting ACS verified trauma center criteria

Your hospital may have highly qualified medical staff, advanced technologies and sound policies in place. But do the benefits of ACS Trauma Center Verification—enhanced service to the community, financial growth and enhanced prestige—still seem out of reach?
It's probably because:

- **Your hospital lacks the ACS Verification expertise and experience to spearhead your efforts and lead you through the process**
- **Implementing the standardized care that ensures optimal, split-second response for life-threatening situations is a challenge**
- **Quantifiable, documented quality improvement initiatives do not hit the mark**
- **Community-based trauma surgeons fail to function as an integrated team**
- **Keeping abreast of changing verification requirements, and the new 2020 updates in particular, are difficult and time consuming**

We all know it--Verified ACS Trauma designation has a broad range of advantages, including superior patient care and outcomes as well as enhanced service to the community. It also brings financial growth through Medicare and the Affordable Care Act, a halo effect that drives improved performance and efficiencies hospital-wide and enhanced prestige. But for most hospitals, attaining the much-coveted ACS status is fraught with challenges. Criteria often seem ill-defined, trauma care self-assessment and improvement is difficult, and preparation for the evaluation process is a process in itself.

As a national leader in establishing high-quality trauma and acute care surgicalist programs, SAMGI offers our client hospitals an unequaled depth of knowledge and expertise in acquiring and maintaining ACS trauma center verification. Our surgeon-led leadership team has extensive experience as both the American College of Surgeons and state-specific site reviewers, giving our clients an effective depth of leadership and experience during every phase of the ACS verification process.

SYMPTOM #3:
You're relying on local surgeons to perform emergency operations

Is your community-based emergency surgical coverage failing to thrive? Does your hospital continue to rely on local surgeons to provide acute and trauma ED surgical coverage even though the program continually fails to live up to expectations? Does the below seem too familiar?

- **Your hospital case mix index is less than 2.09.**
- **Your surgical team lacks standardized best practice guidelines or surgeons fail to follow them and do not function as an integrated team.**
- **Post-surgical care coordination is poor due to lack of insurance, poor communications among surgeons and other departments, and lack of best practice guidelines for patient transition and continued care.**

In today's complex healthcare environment, a home-grown surgical solution simply doesn't measure up to the demands of ED acute and trauma surgical care. While independent community surgeons may be qualified and dedicated, because they are not "on-duty" care is delayed and accepting transfer patients to add to case volume and diversity is a challenge. What's more, typically these surgeons follow their own preferences and practices. Patient handoffs and hospital wide-care coordination are inconsistent and confusing. all of which can result in extended length of stay, complications, readmissions and overall lower quality of care.

SAMGI's turn-key acute care surgery programs are led by a dedicated medical director who helps increase operational efficiency and ensures seamless integration with other hospital departments, including hospitalist programs. Our teams work to provide the highest level of patient care while seamlessly integrating with all existing hospital departments. Our programs provide standardized care grounded in evidence-based best practices that ensure consistent quality of care and standard approaches to various clinical scenarios that reduce unnecessary tests or delays in care.

SYMPTOM #4:
Patients report dissatisfaction due to overcrowded EDs, delayed procedures, disjointed follow up and lack of family communications

Does emergency surgery patient satisfaction need emergency care?
Do you recognize the problems but are unsure of the solutions?
Problems like…

- **a struggle to recruit appropriate community surgeons for 24/7/365 on-call services; or**
- **ED traffic has steadily declined, or you've been forced to turn away surgical patients; or**
- **surgeons do not function as an integrated part of your hospital-wide care team.**

Unfortunately, the versatile, broadly experienced general surgeons needed to provide appropriate emergency care are flocking to more lucrative specializations. Many also simply do not want the erratic schedules of emergency coverage. The resulting overcrowded, understaffed EDs mean long waits and delayed procedures—not a satisfying patient experience. Moreover, independent surgeons working hospital shifts by definition are not a team. They lack the leadership and group mindset to create and follow shared protocols and procedures. This also creates gaps in care that can lead to complaints from patients and their families.

SAMGI can improve your ED patient ratings, your reputation and your revenue. With the faster throughput our programs provide, patient care is enhanced, which will boost patient satisfaction. Meanwhile, surgeon teamwork within the department and hospital-wide will help ensure continuity of care so patients move through the enterprise post-surgery and return home in a timely fashion. It's all a function of our ability to provide adequate coverage for emergency surgical patients, care standardization and teamwork that keep ED patient surgeries moving forward smoothly, efficiently and safely.

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Let a SAMGI intervention revive your emergency surgical program

If your hospital is challenged in meeting your trauma and acute care surgical goals, maybe it's time you considered a surgicalist program for your facility. Maybe it's time you talked with SAMGI (Surgical Affiliates Management Group). Our proven, turn-key approach has realized proven, peer reviewed ROI, while optimizing performance, efficiency, revenues—and most important—quality of care. Our program is so unique we virtually invented the term "surgicalist"—known to some as surgical hospitalists—and a growing trend in healthcare today.

Founded and managed by surgeons, for over 25 years SAMGI has provided dedicated, highly trained board-certified acute care and trauma surgicalists who enable hospitals to prosper. Our hand-picked surgical teams are on-duty 24/7/365 to deliver complete continuity of care from admission through convalescence.

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