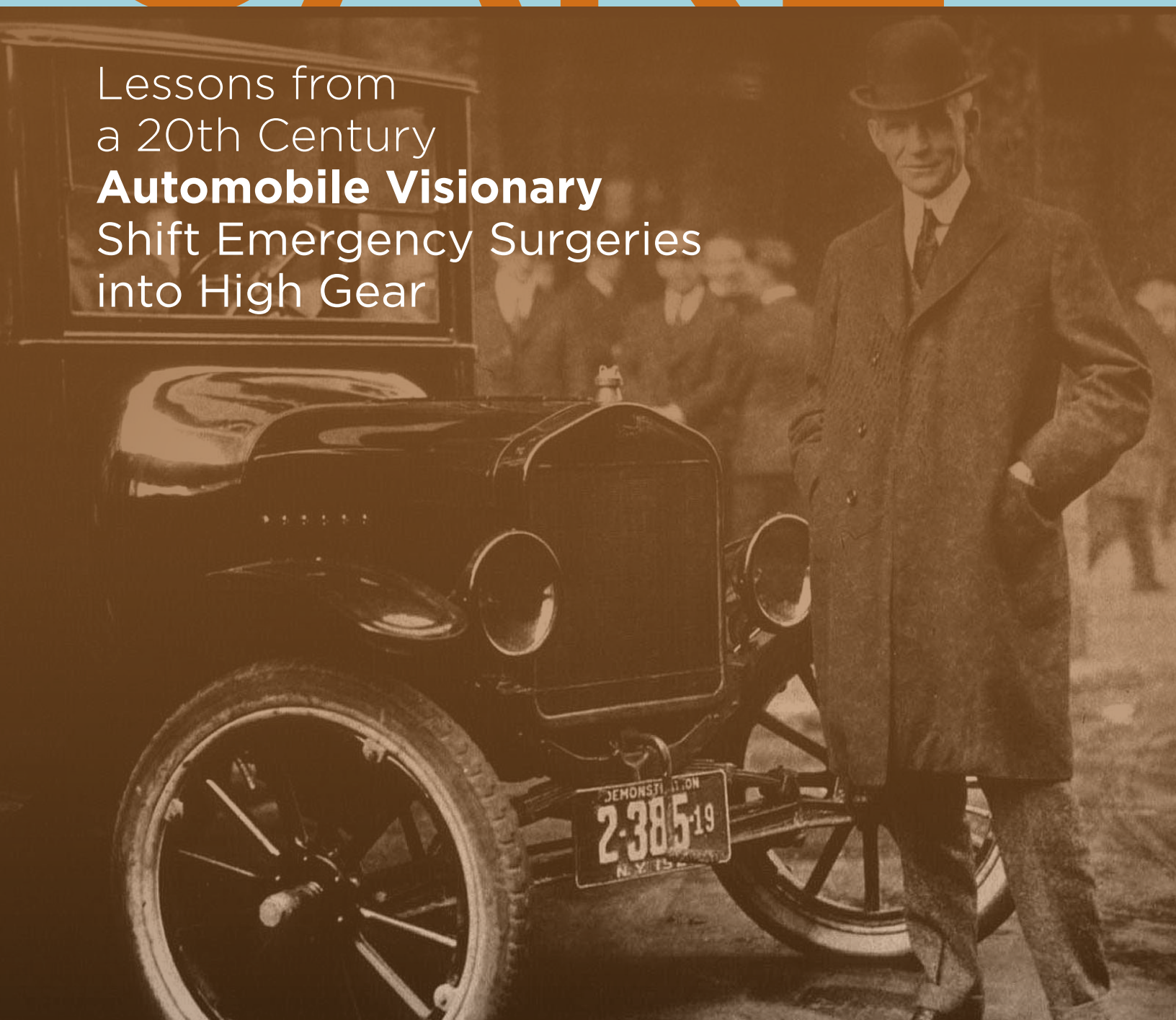
SETTING THE STANDARD

THE BENEFITS OF STANDARDIZED CARE



Lessons from
a 20th Century
Automobile Visionary
Shift Emergency Surgeries
into High Gear



What does building a better emergency surgical care team have to do with building a better car? As transformational industrialist Henry Ford knew almost a century ago, quality, efficiency, safety and reliability all benefit when people work in alignment . . . when all those involved in multi-step processes share a clear vision of an end goal and a path to achieve it.

Beyond ensuring effective and efficient engines and ignitions, standardized processes and procedures also play a crucial role in a positive outcome when a patient's health is at stake. This is not at all to suggest that healthcare can be meted out in an assembly line fashion. But, the fact is that standardized care based on best practices saves lives—particularly in unscheduled emergency surgeries when care teams are often assembled on the spur of the moment, may never have worked together before and have little time for detailed treatment planning.



In industries from banking to telecommunications to manufacturing, standardizing complex, multi-step processes has long been the rule—and for good reason. Multiple studies have underscored the benefits cited above, plus many more. It just makes sense that understanding exactly what has happened before, what will occur next and how potential problems may be addressed is a significant advantage for all involved. In healthcare, this helps provide context and closes potential gaps in procedure paths. When human life is on the line, it's unfortunate that healthcare has been among the last industries to adopt standardization.



ELIMINATING MISTAKES AND GUESS WORK

Clearly articulated processes and procedures help eliminate guesswork, mistakes and missed steps, while promoting smooth integrated workflow when seconds count. Moreover, standardization even boosts morale because all team members are confident and actively engaged in processes with defined responsibilities and goals. While physicians, and surgeons, in particular, are an independent group, well-planned standardization programs do leave room for flexibility.

As the leader in surgicalist programs with particular expertise in emergency procedures, SAMGI has demonstrated time and time again the value of managed surgical programs with well-defined guidelines based on data and a specific hospital's needs. We've seen how they can enhance the performance of emergency surgical departments and even integrate community surgeons—who often operate using their own procedures and preferences—into a highly effective, efficient, cohesive team.

SAMGI-managed surgical programs are dynamic. Once in place, they generate controlled, reliable data that can be captured and analyzed for continuous process improvement and evidence-based Best Practice guidelines that are consistently updated. Process improvement, of course, means not only increasingly high-quality and efficient care, but also plays a key role in ACS trauma accreditation and many of today's complex reimbursement models.





A LOOK AT STANDARDIZED SURGICAL CARE

What does standardized care in emergency surgery look like on a more granular level? Standardized surgical prep protocols, for example, promote safety and efficiency. Strict criteria for the surgical specialists who perform a specific set of procedures sets standards for clinical experience and expertise. Protocols to be followed by individual team members during each stage of a surgical intervention also ensure safety, efficiency and quality care.

During patient hand-offs to other departments, specific, accurate and detailed information helps ensure care continuity, while established patient record-keeping requirements keep staff throughout the hospital informed and up-to-date.

ALLOWING ROOM FOR PERSONAL PREFERENCE

Does care standardization leave room for surgeons who stress personalized care and believe that medicine should be something of an art as well as a science? The answer is: structure can easily be combined with flexibility to accommodate the culture and physician preferences of most hospitals. In fact, evidence-based care guidelines typically provide physicians with new data for more informed decision-making, while accommodating their own preferences. Efficiencies realized through clearly delineated responsibilities often give surgeons and skilled nursing staff more time to spend with the patient.



Yes, many surgeons do prefer to march to the beat of their own drummer. But management thought-leaders like Henry Ford agree, the more you manage process, the less you need to manage people. And that's good news for all.

Does your hospital have detailed guidelines for standardized care?
How thoroughly are they followed? Is data used for process improvement?

FIND OUT MORE ABOUT HOW SAMGI'S SURGICALIST STANDARDIZED MODEL DELIVERS POSITIVE OUTCOMES.
https://www.samgi.com/surgical-programs

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Surgical Affiliates Management Group, Inc. (SAMGI) is setting the standard for surgicalist performance. Founded in 1996, SAMGI is a leader in providing board-certified surgeons, healthcare providers and medical directors for in-house trauma, acute care, orthopedic, neurosurgery, urology and general surgery services for communities and hospital systems. Peer reviewed results published in the Journal of the American College of Surgeons have demonstrated that SAMGI's evidence-based, care standardized programs deliver long-term excellence in patient care and optimization of overall hospital performance by improving hospital workflow, efficiency and patient outcomes.

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