

SETTING THE STANDARD

ESTABLISHING A HOSPITAL CULTURE

OF YES

Capitalize on
emergency surgical opportunities,
grow revenue, and improve outcomes
and patient retention with a
SAMGI Surgicalist program

SAMGI
SURGICAL AFFILIATES
MANAGEMENT GROUP



There's a cloud hanging over emergency care in the United States. Providers and patients alike are sharing frustrations over the limitations encountered in too many emergency departments across the country.



Much of the frustration has to do with the lack of specialized care offered to patients who present at the ED doors in urgent need of emergency general surgery and trauma care. Unfortunately, no one wins clinically or financially in this situation. Too many hospitals have evolved a Culture of No, where patients need to be transferred to another facility. Even larger hospitals often have no choice than to turn away or transfer patients in need of surgical care, simply because they don't have capable surgeons available. For patients, there's the devastation of an expensive emergency visit that doesn't provide a complete resolution.

Now, due to the pandemic, those hospitals that had been eking by with minimal ED surgical capacities face an untenable situation. They have seen revenues “flatline” as many people have put off non-emergency medical visits. As a result, ED visits are accounting for an increasingly larger percentage of all hospital visits. And as hospitals struggle, they have no choice than to improve ED staffing...or potentially close their ED, or their doors entirely.

The decline in revenue — coupled with increasing burdens on ED staff — is causing many healthcare executives to begin to think outside the box for solutions that deliver high-quality healthcare that accommodates the specialized needs of the communities they serve.



IT'S TIME TO BUILD A CULTURE OF YES

So, what is a “Culture of Yes”? A Culture of Yes means that a hospital can accept—even welcome—new emergency surgical patients instead of turning them away. It means that the resources, policies and protocols are in place to ensure that an appropriate surgeon will be on-duty when patients present with emergency and specialized surgical needs.

The obvious benefit is that patients can receive the immediate care without being turned away or transferred during a time of acute need. The related benefit is that hospitals can retain patients instead of losing them to other facilities, often following them through discharge, recovery and follow-up care.

When a hospital can expand emergency general surgery and trauma care an entire community is bolstered. Patients can receive care locally, saving travel time, expense and unnecessary delays that can potentially jeopardize outcomes. Hospitals can accept and retain patients within the same care system from initial intake through post-discharge care. In larger hospital systems, the same patient who shows up in the ED can stay within the system through convalescence and future care services. And in addition to experiencing more reliable continuity of care, issues related to insurance and billing are also reduced. There's simply less confusion and paperwork to deal with when patients stay within the same care system.

Bottom line: a hospital steeped in a “Culture of No” due to its limitations simply languishes. Ultimately, both staff members and patients begin to view a hospital as a “holding spot” for access to a better facility. Cultivating a Culture of Yes drives the ability to perform more surgical procedures, while improving a hospital's case mix index (CMI), patient outcomes and its profile and standing.

A SAMGI SURGICALIST PROGRAM BUILDS A CULTURE OF YES

Many hospitals are building a Culture of Yes without necessarily making major staffing changes. They're doing it through a SAMGI surgicalist (or surgical hospitalist) model. Unlike locum tenens surgeons, SAMGI surgicalists are not a temporary solution. They are teams of highly skilled, board-certified or -eligible surgeons that are contracted to provide a hospital with 24/7/365 on-duty trauma and/or emergency surgical care in a dedicated hospital setting.

SAMGI surgicalists ensure there's always coverage for patients and procedures. They enable hospitals of all sizes to maintain top-level surgical teams on a continuous basis. Using this method, hospitals can integrate surgical specialists into their systems without encountering the red tape that often creates obstacles to "yes-focused" patient care. SAMGI surgicalists aren't subjected to the same bureaucratic obstacles as hospital staff because they're not employed by the hospital system.

THE SAMGI SURGICALIST MODEL DRIVES GROWTH

Growth comes from several directions when hospitals implement a SAMGI program. Higher ratings due to fewer complications can lead to more confidence in the facility, driving a local patient desire to have care delivered at that facility. This is a cyclical perk because that additional patient volume can generate additional revenue, enabling a hospital to boost care. Over time, this helps them become top-rated institutions.

Hospitals working with SAMGI keep their facility staffed allowing them to significantly increase the services offered to patients seeking trauma and acute general surgery care. In many cases, hospitals that previously transferred out large numbers of patients can now expand services to include orthopedics, neurology, urology, GI and and vascular. A SAMGI surgicalist program also helps drive revenue by offering more specialized surgical procedures.



THE CULTURE OF YES IN MOTION

The SAMGI surgicalist Culture of Yes brings precision and specialization to hospital settings. It's a timely model since new surgeons are increasingly choosing to become specialists instead of generalists simply because medicine is becoming more complex and — let's face it — specialties are both more lucrative and offer a preferred work-life balance. As a result, it's becoming increasingly difficult to recruit and retain employed surgeons.

The SAMGI model opens the door to a roster of surgeons for hospitals with a smaller medical staff. SAMGI can deliver a caliber of surgeon that Human Resource departments and staffing agencies simply cannot—teams of elite professionals that are skilled in evidence-based practices, with accompanying exceptional documentation. Top-tier professionals are increasingly choosing the surgicalist profession precisely because they want the better work-life balance it offers. They work on structured rotations that emphasize work-life balance in a way that traditional staff positions and on-call services cannot and that result in higher levels of both performance and morale. Meanwhile, local hospital surgeons are able to focus on elective surgeries and grow their practice, or they are welcome to join the SAMGI team and become part of our solution.

The ability to take on more-complex procedures due to surgeon availability improves a hospital's case mix index. With higher CMI, it can allocate more resources to patients and increase revenue. Plus the quality of care achieved with SAMGI can also shorten hospital stays, helping make each case more profitable. **It's the Culture of Yes in motion.**

BETTER CARE IS JUST THE BEGINNING: LOOK TO SAMGI SURGICALIST PROGRAMS TO BUILD A CULTURE OF YES

A Culture of Yes is all about more procedures with better outcomes. Hospitals can say "yes" to more patients because their facilities have competent, always on-duty surgical specialists available. SAMGI provides hospitals with top surgical teams on a 24/7/365 basis. Our teams are integrated into hospital-based healthcare systems to help ensure seamless patient care. We help hospitals retain patients from admission through recovery to boost revenue and profitability.

Our surgicalist programs are a major asset for smaller regional hospitals looking to better serve their communities. We help them improve the patient experience through the outsourcing of the management of care from admission through convalescence. Our programs provide hospitals with elite surgeons, so patients no longer need to travel far distances for emergency care. A world-class surgeon is now available just down the road. Even better, the Culture of Yes can spread throughout a facility to propagate a more positive attitude among the staff, physicians and surgeons at our partner hospitals.

FIND OUT TODAY HOW SAMGI CAN HELP YOUR HOSPITAL ANSWER THE CALL TO CREATE A CULTURE OF YES THAT SERVES EVERYONE!

SETTING THE STANDARD

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.

LEARN MORE AT: WWW.SAMGI.COM



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