


Piece of the Puzzle
“Doing more with less...”
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Precision Surgery Center
 OF DALLAS

St. Augustine
 Surgery Center

Pieces of the Puzzle...

Hire	Interview, Interview, Interview
Staff	Define Roles
Cross Train	All staff
Meet	Hold regular staff meetings
Accountability	Staff communication, build a team
Recognition	Acknowledge, RESPECT
Team	Be on the team



Hiring

- Interview, Interview, Interview
 - Share facility challenges (no place is perfect)
 - Best skills not always best fit
- Define position
 - Include cross-training
 - Any additional duties: Safety, Education, Infection Prevention, etc.
- Review Job Description
- Review Evaluation
- Discuss expectations
- Use 90 day probation period



Staff

Define Roles

- Job Descriptions
 - Day of hire
 - "Not my job" – remove from vocabulary
- Evaluations
 - No surprises – team work is a requirement
 - Accountability
 - Recognition of a job well done



Cross Train

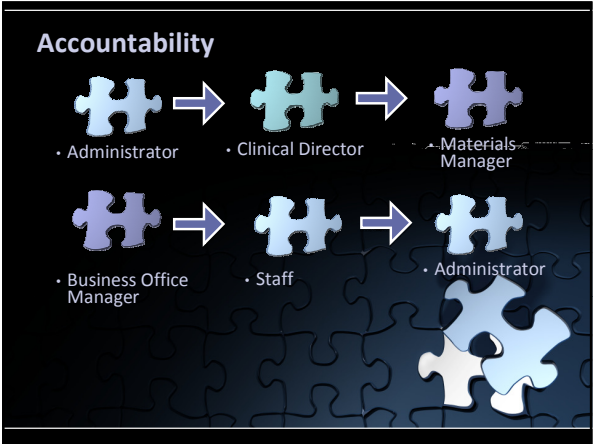
- Day of Hire – Train, Train, Train
- Allow RNs to float between all positions
- Rotate staff – avoid burn out
- Include staff in creating assignments

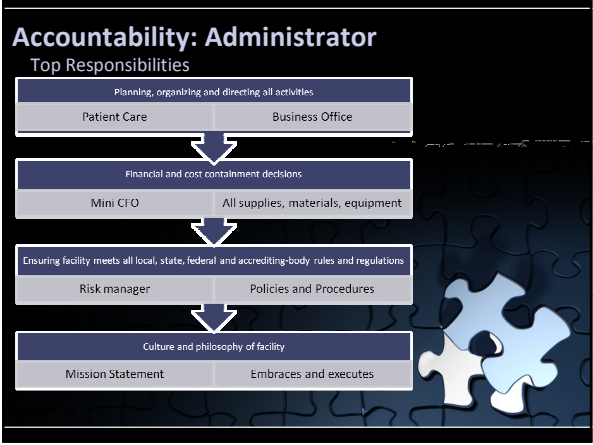


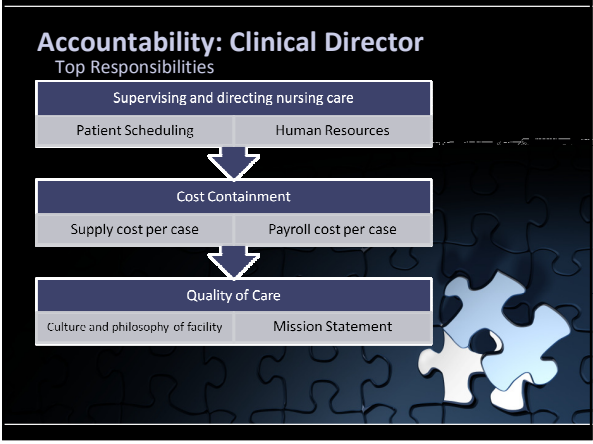
Meet

- Staff Meetings
- Share Facility Data
- Discuss goods and bads
- Praise staff – RESPECT Program
 - *Recognizing Excellent Service Promotes Employee Commitment and Teamwork*



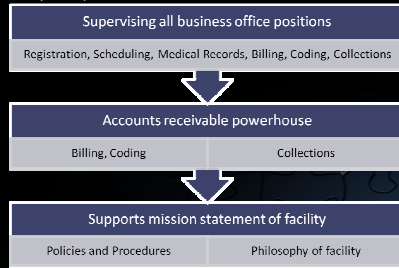






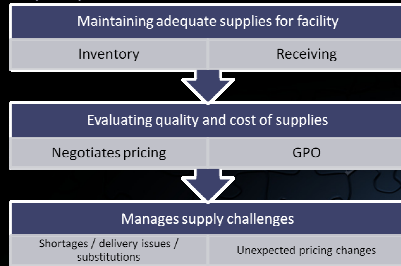
Accountability: Business Office Manager

Top Responsibilities



Accountability: Materials Manager

Top Responsibilities



Recognition

- Different things for different people
- Know your staff
- Spend time working beside them
- Round on your staff
- Hand written notes
- Staff lunch
- Happy Hour
- Extra PTO time (Earn-a-day)



Team

Who is the team?

Define members

- ⇒ Administrator
- Clinical Director
- Business Office Manager
- Business Office Staff:
 - Collector, Biller, Receptionist,
 - Medical Records
- Materials Manager
- RNs
- Scrub Tech
- Nursing Assistant



Build A Team

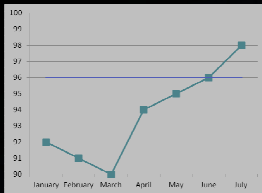
- Meet 1 to 1 with direct reports
- Bring leadership together regularly
- Stand behind their decisions in public - *always*
 - Work on concerns behind closed doors
 - Consider their decision path
 - No rush decisions
- NO perfect decisions or places
- Need a place to "vent"



Be on the Team

Goal Setting:

- What gets measured gets done
- Engagement
- Example: Patient Satisfaction Committee



Be on the Team

Wear Many Hats. . .

- Infection Control
- Risk management
- QAPI
- Medical Record Review
- Patient Satisfaction
- Education
- Safety
- Pharmacy
- Materials management
- Sterile Processing
- HIPAA, Privacy, Compliance, Security
- Radiation Safety
- Anesthesia Services
- Human Resources
- Customer Service



Let me introduce you . . .

Precision Surgery Center



Precision Surgery Center's Team

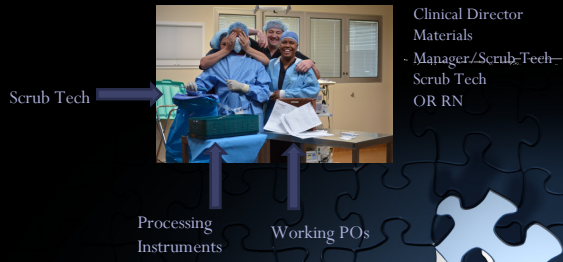
3 ORs, average 200 cases monthly, staff 2 rooms

Clinical Team					
Clinical Director	Full Time	OR	Preop	PACU	Instruments
RM 1	Full Time	OR	Preop	PACU	
RM 2	Full Time	OR	Preop	PACU	
RM 3	Full Time	OR			
RM 4	Full Time		Preop	PACU	
Materials Manager/ Scrub Tech	Full Time	OR			Instruments
Scrub Tech	Full Time	OR			Instruments
PRN RN	PRN		Preop	PACU	
Instrument Tech	PRN				Instruments

Business Office Team	
DOM	Full Time
Receptionist/Scheduler	Full Time
Collector	Full Time
Medical Records / Ins Verification	Part Time



What does it look like?



What does it look like?



Let me introduce you . . . St. Augustine Surgery Center