Trinity Mother Frances Hospitals and Clinics Tyler, TX

Trinity Mother Frances is a \$600 million net patient revenue three-hospital system offering a comprehensive range of primary and specialty services.

THE CHALLENGE

Having completed several very successful engagements with Huron Healthcare, Trinity Mother Frances Hospitals and Clinics (TMF) and the TMF Louis and Peaches Owen Heart Hospital engaged Huron's Clinical Operations solutions to improve the patient and provider experience related to the cardiac catheterization (cath) labs.

OUR APPROACH

Huron worked with TMF to reengineer processes that impact how TMF engages with its patient population in the cath labs. The project improved scheduling and resource allocation procedures from the point of scheduling through post-procedure.

Improving scheduling: Huron worked with TMF to enhance efficiency, effectiveness, and consistency of cath lab scheduling procedures, and to align capacity and resource utilization with cath lab demand. This included improvements to the identification of defined case time requirements, as well as minimum data set requirements for posting and determining expected case durations.

Optimizing staffing: Huron implemented systems for optimal staffing of nursing, technicians, and anesthesia, including extended hours of coverage using a ten hour team. Huron also established a process to clarify roles and responsibilities of staff. These improvements support appropriate staffing to demand, increase consistency, and improve the patient and provider experience.

Enhancing preparedness and postprocedure disposition: New structures were implemented to increase patient preparedness, track requirements prior to procedures, and avoid unnecessary day-of activity testing and other processes that may lead to delays or cancellations. Huron also worked with the cath lab to improve coordination of critical resources and movement of patients through the continuum and into the appropriate post-procedure care setting.

Providing actionable data: Huron collaborated with TMF to develop and implement a dashboard to monitor monthly performance metrics for both the cath and EP labs, as well as a physician scorecard to help drive greater efficiency and accountability.



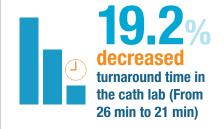
Huron Healthcare helped us enhance physician and staff accountability. increasing efficiency in the cath lab and supporting better care for our patients. Huron's strong project management skills and their emphasis on data analytics and best practices were particularly valuable."

Deborah Taylor RN, BSN, MHA Chief Nursing Officer **Trinity Mother Frances** Hospitals and Clinics Louis and Peaches Owen Heart Hospital

RESULTS & BENEFITS







Titles reflect positions at the time of our engagement.

