ABSTRACT

This report proposes and analyzes process improvement methods for the Surgical Services Department at Sierra Vista Regional Medical Center. The department currently operates with an average of 25% of elective cases starting on time. This can be attributed to a number of inefficiencies that occur throughout the hospital. The following Industrial Engineering methods were utilized to improve patient flow:

- creation of a data collection system to quantify delays
- use of simulation and facility redesign techniques to determine feasibility and benefits of moving towards a surgical center model
- development of a user interfaced database to record and analyze the occurrences of late surgeon arrivals for first case starts

With the application of proposed recommendations, the surgical department has the potential to save upwards of $60,000 per month while increasing efficiency and quality for the many surgical patients of Sierra Vista.