

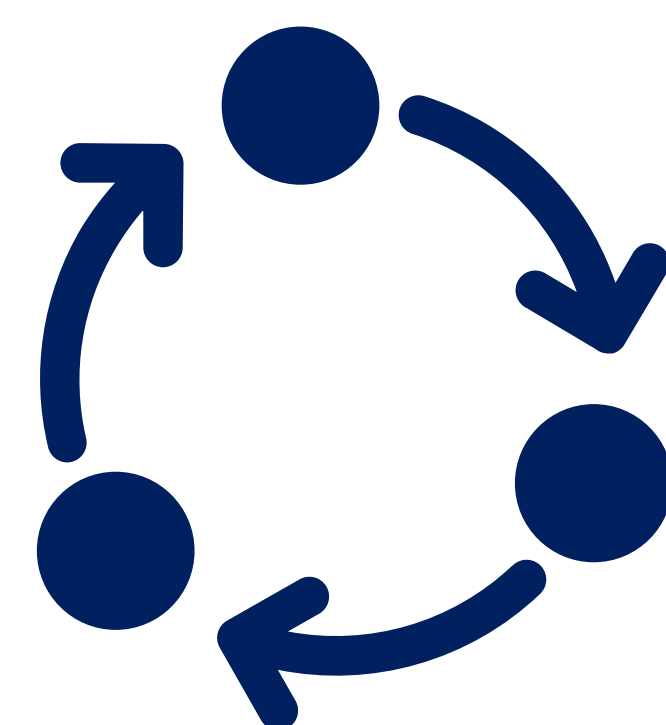
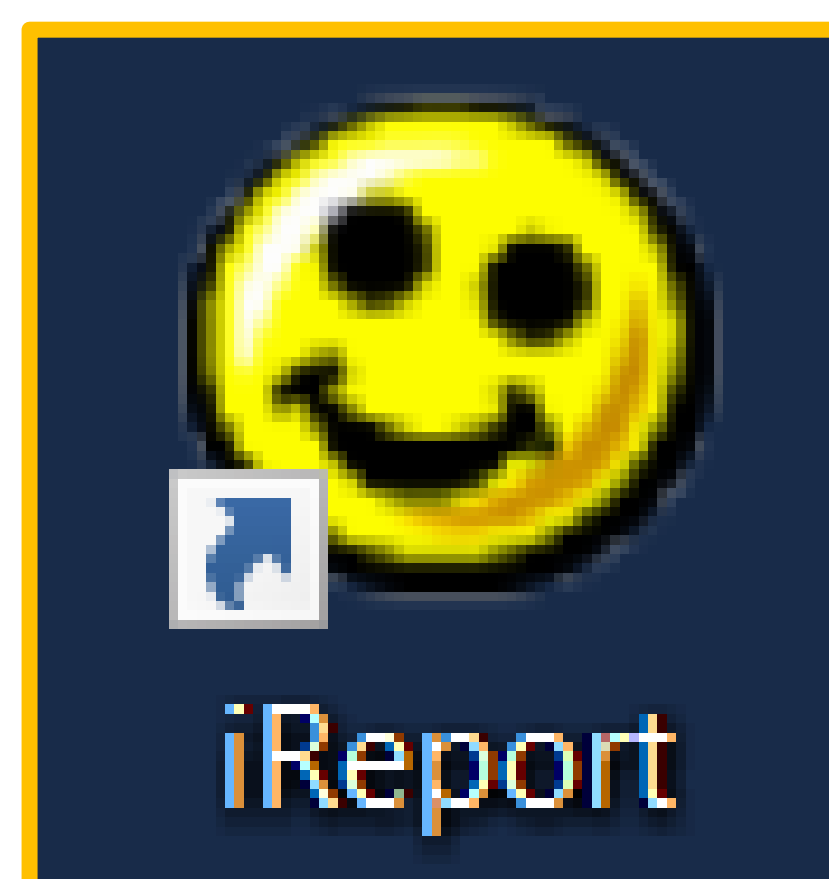
Scalpels and Solutions: The Cutting-Edge Surgeon Feedback Platform Streamlining Operational Efficiency

UC San Diego Health

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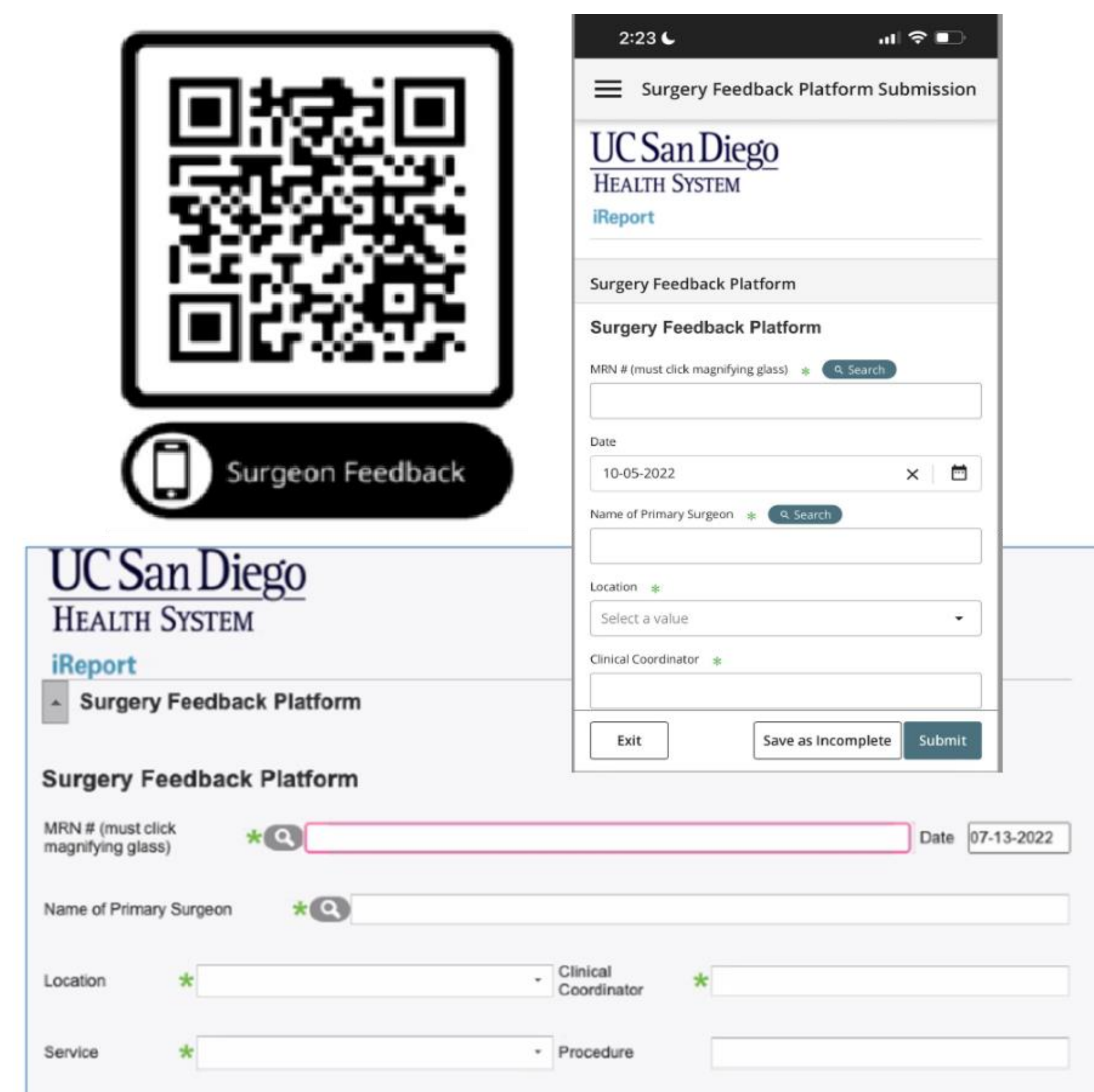
Background

- The quality and efficiency of surgical operations are crucial for both patient outcomes and healthcare institutions.
- Despite advancements in surgical techniques and technology, operational issues persist, leading to suboptimal performance, increased costs, and patient dissatisfaction.
- Surgeons in the UCSDH operating rooms (ORs) under-report adverse events and process improvement concerns through the existing iReport system, hampering the ability of the system to provide safe and efficient patient care.
- Traditional surgeon feedback methods are often too broad given inclusion of patient safety issues (e.g. iReport), have a high access barrier, and/or limited in effectiveness, necessitating an innovative approach to address these challenges.
- This project aims to design and implement a specialized surgeon feedback platform tailored to address operational issues in the perioperative environment.



Description of the Project

- The platform was developed using a multidisciplinary approach, integrating insights from surgeons, healthcare administrators, and information technology experts.
- Features include:
 - ➔ **Secure submission of feedback**
 - ➔ **Automated input of relevant case information where applicable**
 - ➔ **Ability to promote closed-loop communication**
 - ➔ **Reporting available to identify trends and patterns in operational issues**



- Pre- & Post-Intervention Survey sent to surgeons to gauge trends in reporting and impact of the platform

Lessons Learned

- Preliminary survey data from the pre-implementation phase demonstrate that surgeons used a diverse array of venues to escalate operational issues, and the most common specific complaint was the lack of knowing if and when a solution to the report was made.
- Streamlined submission process encouraged more frequent and detailed feedback from surgeons, leading to increased engagement and a heightened sense of ownership in resolving operational issues

Recommendations

- Based on the success of the specialized surgeon feedback platform, we recommend the following:
- (1) Encourage healthcare institutions to adopt similar feedback platforms for a more targeted approach in addressing operational issues in the perioperative environment.
 - (2) Prioritize a multidisciplinary approach when designing feedback platforms to ensure they cater to the unique needs of the perioperative community.
 - (3) Promote a culture of continuous learning and collaboration among perioperative teams, enabling them to share best practices and innovative solutions.
 - (4) Conduct further research and survey continue to gauge impact and refine the platform, and the exploration of applications in other medical specialties