



**PROGRESSIVE
SURGICAL SOLUTIONS**
A DIVISION OF BSM CONSULTING

ASC BENCHMARKING MADE SIMPLE

Vanessa Sindell, MSN, BSN, RN, CASC

1

Your
QAPI Program
and **QI Studies**
should be
DATA DRIVEN



**PROGRESSIVE
SURGICAL SOLUTIONS**
A DIVISION OF BSM CONSULTING

2

Benchmarking DATA



What is the purpose of benchmarking?

Benchmarking data should be used to compare your current performance to that of other similar ASCs.

Where do I get data for benchmarking?

You can participate in a benchmarking study offered by an industry associations or professional company (OOSS, ASCA, Leapfrog).

HOWEVER → Data may not fit your demographic or specialty
→ Study may not include what you want to benchmark

↓ ↓ ↓ ↓

SO You can use data from a few other ASCs. You can even use (internal) data from your own center.

↑ ↑ ↑ ↑

3

CMS | CMS Interpretative Guidelines State:

- Use **performance measures** that are associated with **improved health outcomes** in a surgical setting
 - ✓ Performance Measure Examples:
 - Timely administration of IV antibiotics
 - Compliance with the National Quality Forum, CDC, or other societies
- Effectiveness is dependent upon **acceptable standards of care**
 - ✓ Acceptable standards of care are derived from benchmarking
- The acceptable standard of care should aide in goal setting
 - ✓ Goal setting is based on data = benchmarking



PROGRESSIVE
SURGICAL SOLUTIONS
A DIVISION OF BSM CONSULTING

4

TJC | The Joint Commission

- Highly focused on **data**, **data analysis**, and use of **statistical tools**
- Obtain ASC performance through:
 - ✓ Internal data **analyzed over time**
 - ✓ **External database accessibility** allowing performance comparison to other ASCs
- TJC specifically mentions the use of **graphs** and **charts** to display data



5

AAHC

- Include the selection and use of performance measures that are appropriate for improving the processes or outcomes of care **relevant to the patients served**
- **Compare internal performance to external benchmarks** that are based on valid and reliable local, state, national, or published data
- **Include tracking changes** in the organization's performance on the selected performance measures
- **Incorporate** into other **quality improvement initiatives**
- **Report** to the GB and throughout the organization



6

What Does It Mean?



- You should **regularly participate** in benchmarking
- Compare your ASC with **internal and external performance measures** and determine if performance improvement initiatives are required
- You may document this as a **QI study** (Highly Recommended)



7

KEEP IT SIMPLE...

**BENCHMARKING
STUDY** = **QI
STUDY**

A benchmarking study **IS** a QI Study.
Use the same format.



8

Survey Data Turnover Time



OPHTHALMOLOGY			
	Minimum	Mean	Maximum
Average Preop Time	20	41	60
Average Turnover Time	4	10	25
Average PACU Time	10	18	30

OTHER SPECIALTIES			
	Minimum	Mean	Maximum
Average Preop Time	15	31	47
Average Turnover Time	15	25	40
Average PACU Time	30	45	60



PROGRESSIVE
SURGICAL SOLUTIONS
A DIVISION OF BSM CONSULTING

9

Survey Data Complications



	Minimum	Mean	Maximum
Patient Falls	0	0.15	1
Medication Errors	0	0.33	4
Wrong Site Surgery	0	0	0

	% of ASCs
Patient Falls	15%
Medication Errors	19%
Wrong Site Surgery	0



PROGRESSIVE
SURGICAL SOLUTIONS
A DIVISION OF BSM CONSULTING

10

STEPS TO FOLLOW...

- 1 State the Problem/Purpose/Definition
- 2 Set the Standard/Performance Goal
- 3 Collect the Data
- 4 Analyze the Data
- 5 Compare Current Performance to Goal
- 6 Define & Implement Corrective Action
- 7 Re-Measure/Follow Up
- 8 Establish Reporting Structure

11

SAMPLE BENCHMARK STUDY



ABC Surgery Center is comparing surgical turnover times to other centers that participated in PSS surgical time benchmarking data.



12

SAMPLE BENCHMARK STUDY

ABC surgery center preop/turnover/PACU times will fall within 5 minutes of the mean times that were reported.

**Set the Standard/
Performance Goal**



***NOTE:** Goal should be attainable. You will have to continue benchmarking and documenting re-studies until you reach this goal.*



13

SAMPLE BENCHMARK STUDY

Collect the **DATA**



Participate in PSS benchmarking survey and compare results to our recorded average turnover times.



14

	ABC Surgery Center	Benchmark Mean
Preop Time	45	41
Turnover Time	16	10
PACU Time	23	18

SAMPLE BENCHMARK STUDY

Analyze the **DATA**



PROGRESSIVE SURGICAL SOLUTIONS
A DIVISION OF BSM CONSULTING

15

SAMPLE BENCHMARK STUDY

Compare Current **Performance Goal**



ABC surgery center turnover time is **6 minutes over the mean benchmark**. The preop/PACU times fall within our goal.

This does not meet our goal of a turnover time within 5 minutes of all reported times.

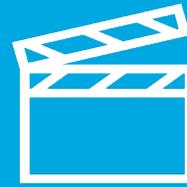
PROGRESSIVE SURGICAL SOLUTIONS
A DIVISION OF BSM CONSULTING

16

1. Implement use of a 1-minute Cavi-wipe instead of a 4-minute.
2. Use the turnover team to remove all instruments from the room so the ST does not have to leave the room and begin cleaning immediately after the patient and instruments are removed the room.
3. Purchase a new mop with easily installed disposable microfiber towel (eliminate need to handle it)
4. Nurse will immediately come back to the room after report is given to PACU and clean off the tables.

SAMPLE BENCHMARK STUDY

Define & Implement Corrective Action



17

SAMPLE BENCHMARK STUDY

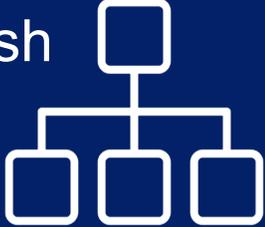
Re-Measure Follow Up



A re-study will be conducted next quarter.



18

<p style="text-align: center;">This study will be reviewed with the facility staff at the monthly staff meeting.</p> <p style="text-align: center;">This study will be reported to QAPI committee, and the Governing Body at the next quarterly meeting.</p>	<p style="text-align: center;">SAMPLE BENCHMARK STUDY</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Establish Reporting Structure</p> </div> <div style="text-align: center;">  </div> </div> <div style="text-align: right; margin-top: 20px;">  <p style="font-size: small;">PROGRESSIVE SURGICAL SOLUTIONS A DIVISION OF BSM CONSULTING</p> </div>
--	---

19

<p>Benchmarking Study Examples</p>	<p>INTERNAL</p>
	<ul style="list-style-type: none"> ▪ Compare the rate of case cancellations from one year to the next. ▪ Compare labor expenses between Q1 and Q2.
	<p>EXTERNAL</p>
	<ul style="list-style-type: none"> ▪ ASC Association Benchmark ▪ Your state association ▪ Professional trade association ▪ Published studies ▪ Other ASCs in your area ▪ PSS Facebook Group...

20

REMEMBER

-  **Keep it simple.**
-  A Benchmarking study **IS** a QI Study. Don't reinvent the wheel, use the same format.
-  You don't have to participate in an expensive nationwide study every year. Data from any number of similar ASCs or even your own internal data is sufficient.
-  Make your goal realistic and attainable. You have to re-study until you achieve it.

 PROGRESSIVE SURGICAL SOLUTIONS
A DIVISION OF RSM CONSULTING

21

Questions?

Vanessa Sindell
vanessa@pss4asc.com

 PROGRESSIVE SURGICAL SOLUTIONS
A DIVISION OF RSM CONSULTING

22

Available on eSupport



Quality Management/Benchmarking


HOME ESUPPORT ▾ EDUCATION ▾ FORUM ACCOUNT ▾

QUALITY MANAGEMENT: BENCHMARKING

Benchmarking is a systematic comparison of products, services or work processes of similar organizations (external benchmarking), departments, or practitioners (internal benchmarking) to identify best practices known to date for the purpose of continuous quality improvement.

REASONS TO BENCHMARK

- Tells you how you are doing AND how you are doing compared to others and best practice
- Tells you where you have opportunities for improvement
- Helps you establish realistic goals for outcomes and other indicators
- Improves patient care
- Regulatory and Accrediting bodies require it
- It's the right thing to do

STEPS TO FOLLOW

1. Decide to do it
2. Determine which indicators to measure and benchmark
3. Determine sources to benchmark results with
4. Measure indicators
5. Interpret Results (internally and externally)
6. Take action based on result interpretation

SEARCH

QUALITY MANAGEMENT

- Quality Management Overview
- Risk Management
- Quality Improvement Study
- QI Study Library
- Benchmarking**
- Patient Satisfaction Survey
- Peer Review
- QAPI Resources

23





**PROGRESSIVE
SURGICAL
eSupport**

POWERED BY BSM CONSULTING

The leading online membership to help ASC nurses and administrators remain current, efficient, and compliant.

Request your free web demo today!
www.progressivesurgicalsolutions.com/esupport

24

Join our Private Facebook Group



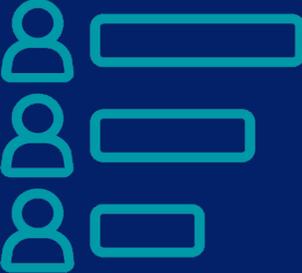
A place to connect, support, and network with other ASC managers all over the country

www.facebook.com/groups/ascmanagers



25

Stay tuned for additional benchmarking surveys in the Facebook Group



26

Upcoming Webinars

DATE	CE	WEBINAR TOPIC	SPEAKER
JUN 20	60 RN, CASC	What's Your Pulse? Connecting With and Understanding Your Staff	Elizabeth Monroe Kellie Wynne
JUL 25	20	Allied Health Workers in the ASC	Debra Stinchcomb
AUG 22	60 RN, CASC	Meaningful Hand Hygiene Surveillance	Crissy Beze
SEP 26	20	Excel for Nurse Leaders	Nancy Stephens
OCT 28	60 RN, CASC	Revenue Cycle Management: Improving the Bottom Line	Kylie Kaczor
NOV 28	20	Annual Survey Watch Report 2022	Cyndi Krause
DEC 16	60 RN, CASC	Life Safety Risk Assessment: What is it and what is Required?	John Crowder, Jr.



www.ProgressiveSurgicalSolutions.com/webinars