



CASE STUDY

How A Leading Medical Center Increased OR Revenue With Automated OR Scheduling Optimization



Challenge

A leading medical center in New York recently faced several challenges with perioperative scheduling and OR utilization including a significant missed revenue opportunity due to unused block time and inadequate availability of OR time for surgeons who could perform more high contribution margin procedures. These challenges led to surgeon retention risk and inefficient staffing allocation due to unreported surgeon vacations, overtime, and scheduling conflicts.

Perioperative Scheduling Challenges Faced:

- Revenue loss from unused allocated block time
- Inadequate access to OR time for surgeons who need it
- Inefficient staffing allocation

Objectives

To overcome these challenges and to maximize OR utilization and positive contribution margin procedures, perioperative leadership focused on several key objectives: minimizing the amount of allocated block time that goes unused; ensuring the prompt release of predicted unused block time; using data to optimize physician block schedules; automating manual actions required to request and release block time; and improving surgeons' access to available time slots.

Key Objectives

- Maximize OR revenue
- Minimize unused block time
- Ensure timely release of block time
- Use data to improve block schedules
- Automate manual actions to release or request OR time
- Increase surgeons' access to available OR time



Approach

After evaluating top OR scheduling optimization solutions, the medical center chose Copient Health as the best solution to address its challenges.

To ensure a smooth implementation process and enable the hospital to maximize time-to-value, the Copient Health team closely collaborated with the hospital's OR scheduling team and IT department to define objectives, milestones, and facility-specific configurations required to support the move to automated OR scheduling optimization.

As part of the implementation, the perioperative scheduling team made several workflow improvements by using Copient Health to automate key OR scheduling processes and systems, saving time and streamlining communication between facility users and block holders:

Leveraging Copient Health's machine learning algorithm to analyze historical utilization data and predict with high accuracy any block time that is likely to go unused, the facility now automatically prompts block holders to release predicted unused time. Facility schedulers are also automatically notified of predicted unused time so they can make it available to surgeons who need it for additional procedures. All voluntary releases of block time are now executed by the block holder in seconds using Copient Health, eliminating the time-consuming manual workflows previously used.

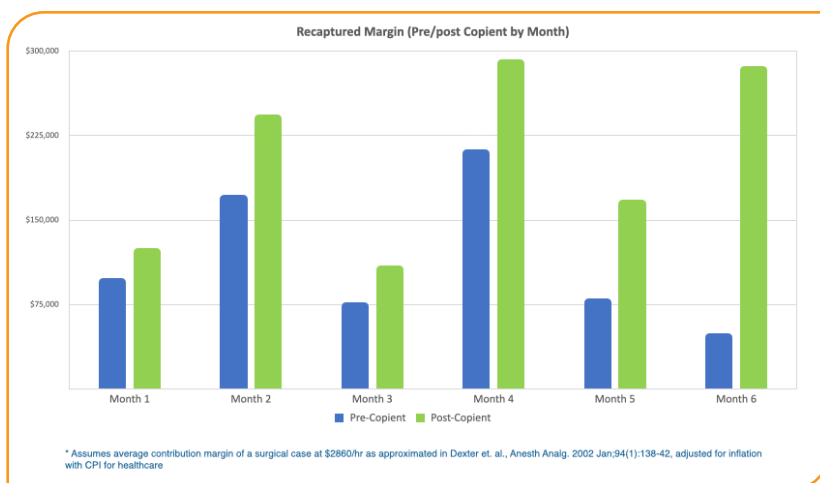
The facility's mandatory release policy is managed by Copient Health to send automated notifications and provide block holders and facility schedulers with simple workflows to ensure effective mandatory release. This results in fewer empty ORs and higher backfill rates.

All surgeon requests for additional OR time are now processed through Copient Health, eliminating the manual back-and-forth between the physician scheduler and facility user to find an available time.

Results

Within a few months, the implementation of Copient Health delivered high-value outcomes* including:

- **\$207,533** annual recaptured margin per OR**
- **80%** increase in recaptured margin
- **103%** increase in additional cases
- **82%** backfill rate
- **Reduction in manual workflows** required to release and request block time



*Compared to the same six-month period prior to Copient Health implementation.

**Assumes average contribution margin of a surgical case at \$2860/hr as approximated in Dexter et al., Anesth Analg. 2002 Jan;94(1):138-42, adjusted for inflation with CPI for healthcare



Conclusion

The OR is a hospital's most significant source of revenue and its costliest resource. However, for many hospitals and ASCs, it is surprisingly underutilized. This medical center's successful implementation of Copient Health demonstrates a clear opportunity for hospitals and ambulatory surgery centers to maximize OR revenue, minimize unused block time, and increase access to OR time for surgeons by optimizing block time utilization.



Copient Health helps hospitals and ambulatory surgery centers navigate the dynamic and often chaotic business of operating room use. With staffing issues, increased costs, and the shift toward ambulatory environments, optimizing time in the OR can be the difference between surviving and thriving. Our technology leverages the power of machine learning to identify OR block time likely to go unused and fill this time based on your facility's financial goals and your surgeons' characteristics, schedules, and preferences. As a result, hospitals and ambulatory surgery centers uncover hidden revenue, improve access for surgeons and patients, and modernize OR flow.

For more information, visit copienthealth.com



We Can Help

Making the most of your OR hours can have an enormous financial impact. Copient Health works with you to provide a faster, easier AI solution with guaranteed ROI.

To explore the impact this could have on your facilities, drop us a line at talk@copienthealth.com or schedule some time to speak with us.

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