

An Effective Solution in a Changing Environment

Medisch Centrum Haaglanden (MCH) - the Haaglanden Medical Center - provides quality medical care for residents of The Hague in the Netherlands – a city with a population of more than 520,000 people. The MCH is organized across several locations, including hospitals at MCH Westeinde in the city center, MCH Antonioushove and MCH Bronovo. Patrick Tettero, former Manager at the MCH, explains how the SurgiCube® enabled ophthalmology surgery to be carried out in a new outpatient clinic instead of the operating room: improving efficiency, reducing costs and enhancing patient experience.

With a major reorganization of the Medical Center services in 2009, MCH opted for a SurgiCube® primarily to support a new outpatient clinic. At the time, MCH's main operating room was streamlining its activities, creating considerable pressure on the existing facilities and limiting access to the operating room for ophthalmology procedures.

“We faced a difficult decision,” explained Patrick. “We could continue to try and negotiate a difficult planning system to integrate Ophthalmology procedures into the OR; look into getting our own conventional operating room; or create the new outpatient clinic in another location. All of these options would have had a big impact the surgeons and the patients, as well as significant cost implications.”

A New Solution

Luckily, one of the Ophthalmology surgeons at MCH had heard about the SurgiCube®.

“We made contact with Leiden University, in the Netherlands, where they had already been using the SurgiCube®. We explored the system clinically and investigated how viable it would be businesswise for our situation. It turned out to be the best solution,” said Patrick.

Initially, Patrick found that some surgeons, who weren't familiar with the SurgiCube®, had reservations about using the system:

“However, after one month, they ‘didn't want to work anywhere else’, but in the SurgiCube®!” he remarked.

Evident Benefits

The SurgiCube® quickly proved to be a beneficial investment.

“The SurgiCube® changed our practice enormously in terms of flexibility and cost-effectiveness,” said Patrick. “For operations using local anesthetic, the preparation time is much shorter with the system. Many patients are ready to go home again after just two hours, whereas the same procedure involving a conventional operating room might have required them to stay in the hospital for a total of six hours, with the intake, preparation, OR procedure, transfer and discharge procedures required. The patients spent a much shorter overall time in the hospital, which decreased our overhead-, personnel- and direct costs. In general, the clinical admission costs per patient using the SurgiCube® were approximately €600 less than comparable costs using a conventional operating room.”

Wider Interest

The success of the SurgiCube® for Ophthalmology procedures in the outpatient clinic soon attracted interest from other disciplines at MCH.

“Doctors from the operating room visited the SurgiCube® and there was interest from the Ear, Nose and Throat- and Plastic Surgery Departments in using the SurgiCube® for some procedures that required local anesthetic,” said Patrick.

Service and Support

While Patrick found that additional support with the SurgiCube® was generally not needed, he valued the quality of service provided.

“Reliability of the system and trust in the vendor are vitally important,” he said. “We were very happy with the service that came with the system. I had big expectations for the SurgiCube® and it met all of these.”

Quote

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Patrick Tettero, former Manager at the Haaglanden Medical Center in The Hague, the Netherlands.

Patrick Tettero:

Patrick Tettero originally trained in Intensive Care Nursing. He was Manager of the MCH Eye Health Clinic for five years, and following this, managed Guest Services at the MCH for a further four years. As Manager of the MCH Eye Health Clinic, Patrick also introduced SMS messaging to communicate a reminder to MCH patients three days in advance of their appointment and significantly reduced the amount of ‘no-shows’ – a technique that has now been adopted worldwide.