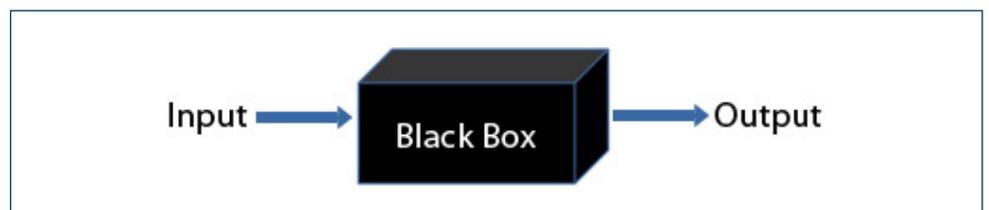


Anesthesia Does Not Have to Be a Black Box

Science and technology provide numerous examples of the black box concept. We click on a button and expect a certain outcome, even if we have absolutely no idea what makes the whole thing work.

Hospital executives often view anesthesia services as a black box. There is little, if any, transparency surrounding the services, and the management of those services can be complicated and confusing.



Hospital administrators understand that the anesthesia department is an important factor in the success of the operating room (OR). Administrators assemble staff, schedule patients for OR, and have certain expectations for outcomes. However, when outcomes are not as expected (e.g., canceled surgeries, unhappy surgeons, problems in the Post Anesthesia Care Unit (PACU) or unreimbursed charges), administrators are left scratching their heads on how to fix it. They cannot see within the black box.

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Partnering with an anesthesia management company helps to simplify the mystery of anesthesia services. An effective management company offers transparency and aligns goals with the hospital's needs – inside and outside the OR.

Even Before Surgery Begins

The traditional approach to managing anesthesia services is limited to clinical processes, performance and outcomes. This type of approach views anesthesia as a commodity service – any provider will do as long as clinical outcomes are positive.

A new trend in anesthesia management takes a global perspective of the clinical as well as the business side of delivering anesthesia services.

The white paper *Five Warning Signs of Suboptimal Anesthesia Management*¹ identifies key service areas for the delivery of anesthesia service, such as customer satisfaction, administration and leadership, in addition to the traditional management areas of clinical processes and performance.

ASSEMBLING THE RIGHT TEAM

Like any business, the number one resource for anesthesia services is people. Before focusing on processes and procedures, management must assemble appropriately trained nurses, surgeons and anesthesia providers.

