

What hospital administrators look for in an anesthesia provider

Source: USAP filming of various hospital administrators

Perioperative services are some of the most complex services offered in hospitals. Administrators are looking for providers (practices and individuals) to help drive consistency in excellent customer service and quality patient care. Anesthesia providers are positioned to be key allies of administrators and facility executives by bringing innovative ideas and new quality measurement capabilities to constantly improve the pre-op, intra-op and post-op experience.

The old axiom that the best anesthesia providers are Able, Available and Affable holds true, but with more granularity than that phrase may connote. Some of the qualities hospital leadership looks for in an anesthesia partner include:

1. A provider who has familiarity and oneness with the, surgeons and staff in their facility/system.
2. A provider that views themselves as a true partner, noting opportunities and leading process improvement in quality care, cost, efficiencies and the overall patient/family experience. A provider who will participate in facility committees and offer consistent, honest, helpful feedback to facility administrators, surgeons and the entire OR team.
3. An individual provider or group that embodies excellent customer service. A provider who is attentive to the needs of the patient, family, facility, surgeons, OR team and uses relevant metrics to drive continuous improvement.
4. Someone who will take charge of quality patient care, demonstrating commitment toward creating an excellent patient experience—from the patient's decision to have surgery through recovery after discharge.
 - This includes having contact with the patient the day before surgery to answer questions, prepare them for their arrival and ease anxiety.
 - It includes showing up at least 15 minutes early so that no one feels rushed.
 - It includes connecting with the patient on a personal level in the pre-op room—talking with them, making eye contact, acknowledging them by name.
 - It includes fully explaining the anesthesia procedure, the anticipated duration and what the patient can expect in pain management, grogginess, appetite and more; from the moment they wake up through their release and once they get home.
 - And finally, it extends to thanking each patient for choosing the facility and care team.