

# Kamille Jackson

ROLE

OR Director

LOCATION

New York, USA

My **Profile**



My **Background**



My **Responsibilities**



My **Motivations**



My **Challenges**



My **Influences**



My **Information Sources**



Common **Questions**



Internal Use Only

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I am a 45 year old registered nurse with over 20 years of clinical experience. I have undertaken most nursing roles in the OR from scrub tech to first assistant and then moved into management. This is my second role as a leader of a hospital's perioperative services, and I still enjoy the buzz of using my experience to make so many moving parts come together and deliver a fantastic patient experience.

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The OR Director role is becoming increasingly important as hospitals wrestle with a changing marketplace and regulations, whilst trying to grow profitability. Increasing competition between hospitals and payors seeking lower prices is putting a real focus on the need to achieve incremental improvements in OR utilization and efficiency.

In profit orientated healthcare systems, such as the USA, the OR Director will typically focus on strategic issues such as long term resource planning, surgical facilities, standard of care and profitability. In countries such as the UK, where there is a publicly funded healthcare system, the Theater Manager will have a greater focus on operational issues such as moving cases from one theater to another, assigning and relieving staff, prioritizing urgent cases and scheduling add on cases. Both, however, will be closely measured on patient safety, clinical performance (e.g. infection rates) and cost budgets.

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Through my team it is my responsibility to lead the delivery of nursing and patient care services which meet or exceed cost, quality, clinical, safety, efficacy, and performance standards. I ensure that our services meet physician and patient requirements by designing and implementing systems and processes that evaluate and improve patient care within our perioperative services.

I am responsible for ensuring that my staff provides safe and efficient quality of care, and are in compliance with standards of care, regulatory standards, and hospital policies, procedures, and practices. I am also responsible for managing financial performance and ensuring that we utilize our resources efficiently and effectively, without exceeding our cost budgets. Finally, I am a key member of the hospital's Value Analysis Committee which controls what medicines and medical devices can and cannot come into the hospital. I also have the aim of ensuring we achieve value for money whilst improving patient outcome.



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- ① To achieve high patient satisfaction levels.
- ② To lead and motivate a successful team.
- ③ To achieve my KPIs / targets; OR utilization & effectiveness, infection rates, cost budgets, personnel performance.
- ④ To achieve high consultant surgeon satisfaction levels.

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Delivering on performance and cost targets



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Maintaining staff knowledge and compliance with hospital rules and procedures



My **Responsibilities**



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Common **Questions**



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## Delivering on performance and cost targets

With demand rising and budgets tightening I am always under pressure to have the right facilities, medical devices and clinical resources available to perform the required procedures. The scale and complexity of the resources involved make it very difficult to always do things in the most efficient way, which affects my clinical performance targets.

## How I overcome it today

I am extremely organized and undertake detailed resource planning with my team.

In addition;

- I'm rigorous about only using VAC approved medicines and medical devices.
- I ensure the WHO Best Practice Protocols are adopted and practised, where appropriate, within our rules and procedures.
- I maintain a dashboard for key metrics such as infection rates and actively encourage my team to share best practices.

## How can Biocomposites help?

- In a value based reimbursement market, the use of Stimulan in cases with an infected site may help improve outcomes and lowers cost of care.

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## Maintaining staff knowledge and compliance with hospital rules and procedures

Overseeing more than one hundred staff and supporting multiple OR's, makes it very difficult to ensure that all hospital rules and procedures are being followed. This is exacerbated by the frequent coming and going of distributor reps who are always trying to persuade surgeons to try out new medical devices.

## How I overcome it today

I need to maintain a regular flow of relevant and compelling information if I am to keep so many people up to date and informed. This includes team meetings, poster reminders and training sessions.

I'll also;

- Mandate and police compliance with the rules. Performance managing anyone who falls short.
- Occasionally ask the distributor reps to undertake training for a specific device or technique.
- Control rep access to the hospital and surgeons and make sure they are aware of the risks and sanctions if they bypass our processes.

## How can Biocomposites help?

- Provide training to OR staff on how to prepare Stimulan.



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Common **Questions**



- 1 The Consultant Surgeons.
- 2 The hospital senior leadership team / Value Analysis Committee.
- 3 Purchasing and Materials Management.
- 4 My team.

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- 1 Surgeon and team feedback.
- 2 Peer to peer conversations.
- 3 Distributor reps.

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- ① What indications do you have approval for?
- ② How much does it cost?
- ③ What evidence do you have for its efficacy?
- ④ Which surgeons are asking to use it?
- ⑤ Has Stimulan been approved for use in this hospital?