

INTERN PROJECT SPOTLIGHT

VERONICA PEHLIVANOV

Intern at Regional One Health



AGENDA 21
INTERNSHIP
PROGRAM

Since 1995, Tennessee Hospital Association's [Agenda 21 Internship Program](#) has operated with the mission of matching graduate students in healthcare administration with hospital executives for summer internships in hospitals across the state. Veronica Pehlivanov, an intern in the 28th class of the program and an MHA student at University of Memphis, interned at Regional One Health in Memphis, Tennessee.

Veronica worked on a *Time to OR* project to evaluate Regional One's performance against time to OR benchmarks per the American College of Surgeons (ACS) Trauma Quality Improvement Program. Regional One analyzed times that were well outside of benchmark numbers, meaning it took significant time to get a patient to the OR, and what contributed to the outliers, whether it was a particular surgeon, the patient was a multi-trauma, or OR availability. The goal was to pinpoint variables that affected time to OR to develop guidelines and processes to improve the times, if applicable. In short, the hospital sought to determine if there were factors that could be streamlined within the trauma emergency room and trauma ORs.



Although there are factors and variables that leadership can control, there are factors and variables that they cannot. With a high patient volume, leadership must ensure that they efficiently utilize the resources available to them. Even if there is no singular, clear solution to improving times to OR, leadership can use data to identify smaller ways to improve operations."

Veronica's main body of work for the *Time to OR* project was data abstraction and analysis. After Veronica completed abstraction, she flagged outliers for review and sent the information to the executive director of trauma and burn services along with a brief of her findings.



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