

# Spotlight on Success

## Presidio Surgery Center



**Presidio Surgery Center was the first ambulatory surgery center in California, and only the second in the country, to achieve Advanced Total Hip and Total Knee Certification from The Joint Commission.**

“As a for-profit surgical center, we face a common industry misconception that the emphasis on patient care may not be our most prioritized focus,” says Jessie Scott, Administrator of Presidio Surgery Center. “Not only did becoming the first Total Hip and Total Knee Certified Ambulatory Surgery Center in California help combat this, it also helped standardize our practices, streamline our processes, and got the entire staff working on the same team toward the same goal.”

**Q: Why did you choose to seek total hip and total knee certification?**

**A:** Accreditation and certification by The Joint Commission prove that we at Presidio Surgery Center are serious about providing the best patient care and integrating our services into the patient’s continuum of care. I think it surprised a lot of hospitals in the area that we were certified – and they weren’t. The standards provided us with a “road map” to an evidence-based high quality program.

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## Presidio Surgery Center

*A California Pacific Medical Center Affiliate*

“Certification has helped us standardize our joint program based on evidence-based practices. In the end, it made it easier for us to take better care of our patients.”

**Jessie Scott**  
Administrator  
Presidio Surgery Center

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## Q. Why did you decide to work with The Joint Commission?

**A:** We wanted to hold ourselves to the same standards as hospitals do. Also, Presidio was already accredited by The Joint Commission, so it was a natural progression that we would come back for our certification. When I first took over the surgical center, it was on the verge of being closed. The Joint Commission came in a few months later. The Joint Commission surveyor showed me how to use the standards as my roadmap to achieving accreditation and ultimately, to run a safer, efficient business. When this new certification came out, I knew that by following the same thought process and approach we could achieve certification as well.

## Q: What were your impressions of the certification review process?

**A:** Going through the review process helped make our program better, and brought it to a higher level. We used the standards manual as a roadmap to achieve our goals. We were able to make changes to the program that allow strong communication across the continuum of care, and enhance safety.

We've also benefited from some of the new internal processes we started, like our monthly meeting. I thought those would peter out eventually – but everyone here is so invested in being part of a team now that they use this forum to more proactively bring up concerns and issues that we can work on together and resolve. Everyone has a voice: doctors learn to see things from the nurses' viewpoint and vice versa. Those regular meetings help us work together toward continuous improvement. I don't think those meetings will ever go away now since they have been embraced by the team for a greater purpose.

## Q: Has your organization made changes as a result of the review?

**A:** Yes. I think many of the changes were to attitudes as much as processes. The program focuses so much on being evidence-based that it's changed the way people think. Rather than basing our practices off of personal experiences or training, we now hold all our activities to evidence-based practices and national standards. I now hear doctors discussing what evidence there is for certain procedures they may be considering. Also, having a standard protocol means that everyone is on the same page; nurses don't have to remember to do things differently for each individual surgeon. As a result, the entire process becomes more streamlined, efficient and safe.

## Q: What edge does certification offer your organization?

**A:** Certification has definitely helped new physicians feel confident in our program. Being certified as a place of excellence is also important to our patients, and helps make choosing us a more confident choice. I would definitely recommend the process to other centers. It helps to get that outside perspective for improvement areas and it keeps us on our toes. The last thing we ever want to be is complacent.

## OUR RESULTS

### Presidio Surgery Center

A California Pacific Medical Center Affiliate



#### CHANGED ATTITUDES

Greater confidence in evidence-based procedures



#### STREAMLINED PROCESSES

Everyone working together following the same protocols



#### INCREASED PRIDE

Proof that for-profit centers still focus on patient care



#### GREATER PATIENT FOCUS

Improved understanding of the patient experience and gaps in the continuum of care



#### IMPROVED COLLABORATION

Entire organization works together for continuous improvement

For more information on Joint Commission Ambulatory Care accreditation and certification, please call 630.792.5286.