

# Renaissance Surgical Arts at Newport Harbor

Cutting Edge Ambulatory Surgery Center Brings a New Standard of Care to Orange County



(Left to right) Some Members of the Board: Dr. Anil Shah, Dr. Seyed Kamali, and Bruce Wallace, CEO

**Renaissance Surgical Arts at Newport Harbor** may have recently opened its doors, but the multi-specialty outpatient surgery center has already generated an irrepressible buzz among patients and physicians who are experiencing a new level of care in Orange County.

The physician-owned Joint Commission, Medicare and IMQ (Institute for Medical Quality) certified facility has emerged as one of the country's leading surgery centers. Offering unmatched surgical technologies, infection control systems and concierge-style patient care, every detail at Renaissance has purpose. While the aesthetics of the center remind you of an exclusive luxury hotel rather than a surgery center, the elegant touches have meaning.

Water features, lighted geometric artwork and the use of music are designed to maintain privacy while calming anxious patients. Pajamas and IV solutions are both heated to provide comfort while keeping patient temperatures optimal for anesthesia delivery that markedly reduces the incidence of shaking and post-anesthesia nausea.

Technology allows for wireless patient monitoring eliminating annoying cords and giving patients freedom of movement while providing better tracking for electronic medical records, nursing staff and physicians. Such details contribute to creating an environment for a positive patient experience.

One of the most impressive features of Renaissance, and the most critical preventative aspect of patient care, is its innovative infection control systems. In an age where resistant blood borne pathogens such as MRSA are on the rise, Renaissance was built to take advantage of every available technology and best practice to eliminate the possibility of infection to our patients.

Laminar flow HVAC technology in all eight operating rooms virtually eliminates any airborne cross contamination through sophisticated ventilation systems with HEPA filtration.

A unique OR table/gurney system means patients are treated on one surface from pre-op, to surgery and through to recovery. OR tables are disinfected between patients using a room-size washer that completely cleans every surface.

Renaissance has improved upon best practices for cleaning and preparing instruments for surgery by modifying the actual architectural design and employee flow of the center. By creating separate dirty and clean rooms and incorporating modern technology, Renaissance eliminates common errors in infection control protocol.

The technology and best practices are brought together by the area's best staff and world-class surgeons. Physician partners are best in their respective specialties, including Cardiology, Ear Nose and Throat, Gastroenterology, Neurosurgery, Orthopedics, Spinal, Ophthalmology, Plastic and Reconstructive Surgery, Podiatry, Oncology, Interventional Radiology, GYN and General Surgery. Additionally, the staff at Renaissance has been hand-picked by our surgeons for their experience, empathy and patient care philosophies.

At Renaissance Surgical Arts at Newport Harbor, we believe that a patient's eventual surgical outcome is influenced from the moment they walk in the door.

The surgical skills of our physicians are supported by an innovative combination of personalized patient attention, cutting-edge surgical and infection control technologies, and an environment that supports emotional response as well as functional need. Orange County is now home to the premiere ambulatory surgery center in the country enabling residents to experience the highest levels of healthcare right in their own backyard. ■



(Back Row) Dr. Amer Zarka, Dr. Richard Agnew, Dr. Henry Bikhazi, Dr. Alice Police, Dr. Michael Goddard, Katharine Agnew, PA, Dr. Siamak Agha  
(Front Row) Dr. Anil Shah, Dr. Seyed Kamali, Dr. Gary Reiter, Dr. Brian Levine



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## INNOVATION AND EXCELLENCE INTERSECT AT RENAISSANCE SURGICAL ARTS OF NEWPORT HARBOR

*From left: Sid Kamali, MD, director of anesthesia for Renaissance Surgical Arts at Newport Harbor, Bruce Wallace, CEO of Congero Development and Anthony Pings, CEO of Anthony C. Pings and Associates.*

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The physician lounge.  
Photographer: Terrance Williams of Wundr Studio

## Innovation & Excellence Intersect at **Renaissance Surgical Arts of Newport Harbor**

By Kelly M. Pyrek

**E**ven before the Centers for Medicare and Medicaid Services (CMS) issued its new conditions for coverage relating to improved infection control practices in ambulatory surgery centers (ASCs), Bruce Wallace and Anthony Pings knew that infection prevention would be the cornerstone of their latest development project — a world-class multi-specialty ASC that would be destined to set the bar enormously high in terms of innovation, patient care, and surgeon and staff satisfaction.

Wallace, the CEO of Congero Development, architect Ping, the CEO of Anthony C. Pings and Associates, and Kathy Just, vice president of Congero and interior designer on the project were the driving forces behind Renaissance Surgical Arts of Newport Harbor, LLC, designed to be a preeminent medical facility led by notable surgical specialists working with cutting-edge operating room technologies within an innovation-rich, patient-focused, healing environment.

Contributing to maintaining the line between sterile and unsterile is Congero's proprietary LED system built into the floor and walls with a laser that resembles a light fixture placed before each terminal end of the OR corridor.

"This facility was truly designed around exceptional patient outcomes," Wallace says, "and much of that has to do with integration of some newer equipment and emerging technologies that were not readily available before in the U.S. It also more fully addresses the needs of healthcare providers, as we have identified the challenges that their lifestyles incur and we have provided solutions for them." In addition, Congero desired to bring a center of excellence to Orange County, California, as well as a project that was scalable to emerging technologies as they became available, with minimum invasiveness to the operations overall.

This 360-degree approach starts with the patient. "I conduct a lot of direct research with patients and physicians to determine what makes them happy," Pings says. "We don't ask patients what they want; instead, we ask them to describe their experiences and that's when they are going to tell you what works and what doesn't. Nobody wants to have surgery, so when we work on a project like this, we want to provide patients with the physical and emotional support they need." To that end, Just worked to ensure that Renaissance was designed as a healing environment, with a sophisticated and rich décor that promotes pre-operative calm and facilitates post-operative recovery. To maintain normothermia and ward off post-surgical complications, patients are provided with forced-air heated garments and blankets, as well as IV solution warmers.

Pings adds, "We start a project like this from a patient-focused standpoint and blend that with needs of the clinical staff to create solutions that supports both parties in the best possible way." For example, the center places a high priority on patient privacy; patient entrances and exits are separated, and private spaces have been created all throughout the pre- and post-surgical experience. "We believe in giving patients separate waiting areas," Wallace says. "Because we are multi-specialty facility we don't

want patients sitting just anywhere — we don't want a woman who has had a mastectomy sitting next to a woman having augmentation." Wallace continues, "We accommodate patients in a tremendous number of ways, including doing what we can to make them feel welcome, lower their anxiety and make them comfortable. I want them to feel as though the staff and center was there for each of them personally."

From the time the patient is prepped for surgery until recovery, aseptic technique is an omnipresent concern. "Infection control considerations were integrated into every decision we made," Wallace affirms. That starts with the replacement of traditional gurneys with operating tables that first function as patient transport systems and then transfer — along with the patient — to a fixed base in the OR. Not only does this system — the first of its kind in the U.S. — save as much as 40 minutes in transfer time, but it helps eliminate cross-contamination during patient transfer. What's more, the German-made tabletops by Trumpf can be completely sterilized.

"The tabletop you are on was never shared by another person between being sterilized," Wallace emphasizes. "A classic place where bacteria transfers is the OR table itself. At other facilities, someone goes in with a squirt bottle between patients and they have 5 minutes to sterilize the table and the fact of the matter is that the table is definitely not sterilized in 5 minutes."

Recognizing that proper decontamination and sterilization of medical devices and surgical instruments eliminates infections and produces operational cost-savings, the facility features a system that has taken patient and staff safety to the next level. Driven by selective automation, Renaissance's sterile processing department, supported by Belimed equipment, is able to achieve efficiencies in the way surgical instruments are transported, washed and decontaminated, sterilized, reassembled and contained. Upholding the dedication to stringent infection control practices, instruments are sealed in trays and then pass from a "dirty" room to a "clean" room where they are sterilized and processed further, all in a department that has been designed with the goal of becoming more environmentally responsible in water and energy usage. All instruments have been marked with RFID technology, bar-coded, catalogued and tracked from purchase, and when an instrument approaches a sterilizer, the cycle is automatically set to the individual manufacturer's care parameters — thus ensuring a longer instrument life and a repeatable sterilization process that ensures uniform processing and meets infec-



LED systems delineates non-sterile areas from sterile areas.  
Photographer: Terrance Williams of Wundr Studio

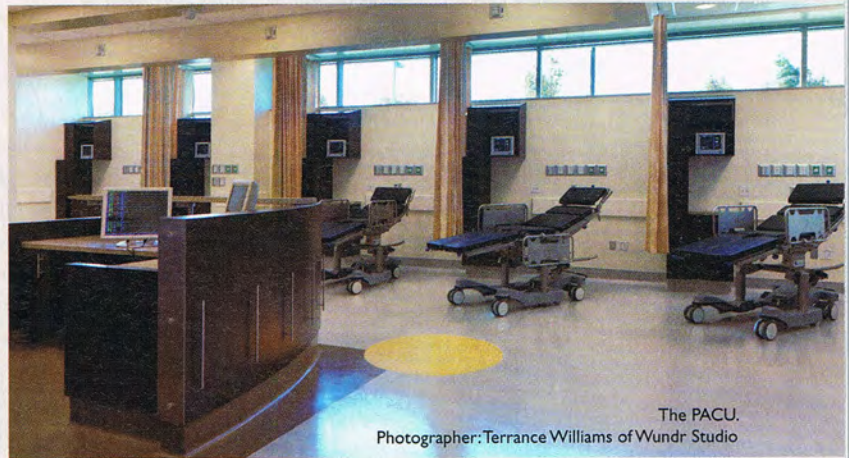


One of eight state-of-the-art ORs.  
Photographer:  
Terrance Williams  
of Wundr Studio

tion prevention standards. According to Pings, the backbone of the facility is a chamber sterilization system comprised of two discreet, low-intensity, stand-alone sterilization areas located between the operating rooms, and a central, high-intensity processing area in the operating corridor. The combined effect of the chamber system, sterilization process and smart utility use, allows for the elimination of up to eight full-time employees, with processing cut to a fraction of standard times while delivering vastly improved sterility assurance.

"Our system reduces staffing in central sterile (CS) and eliminates a lot of the cross-paths that exist elsewhere," Pings says. People think if you are six feet away from dirty, you are OK, but those numbers don't work anymore. Hospital CS departments are essentially one big room with workstations, and even the best-trained staff will violate those boundaries. That's why the chamber sterilization concept works."

Contributing to maintaining the line between sterile and unsterile is Congero's proprietary LED system built into the floor and walls with a laser that resembles a light fixture placed before each terminal end of the OR corridor; this system replaces the traditional red-line tape used to delineate non-sterile areas from sterile areas. The center also features sterile lounges in the sterile corridor for staff to use on surgery days without having to gown out into non-sterile cover-ups to conduct business outside of the OR corridor. Staff can use phones and computers in the area while saving vast amounts of time in gowning out both ways; it adds up to



The PACU.  
Photographer: Terrance Williams of Wvundr Studio

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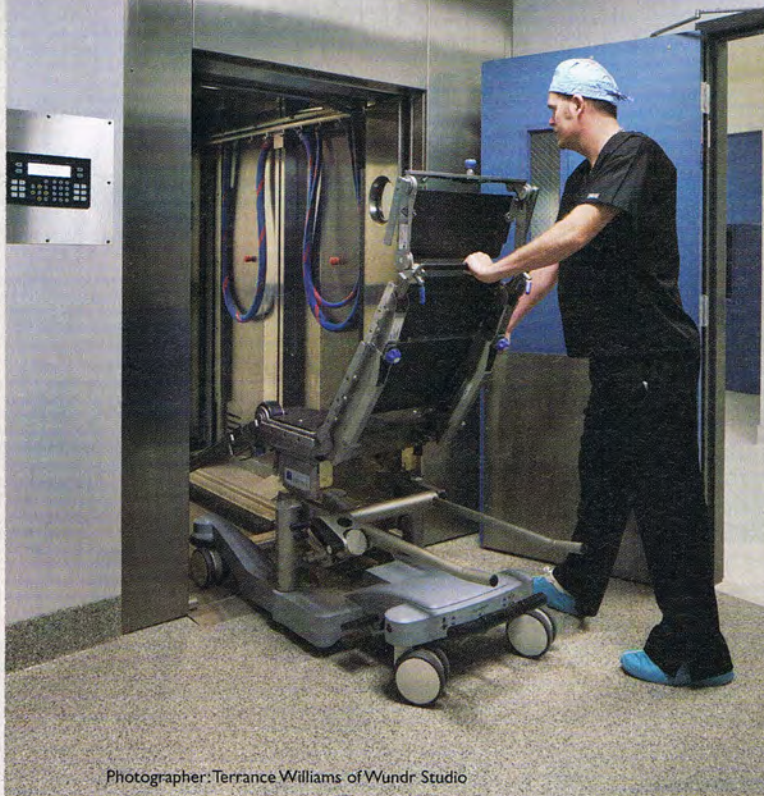
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Photographer: Terrance Williams of Wundr Studio

can observe monitors that assist them in real-time tracking of pre-op and post-op patients. Go into the average surgical corridor and you see surgeons sitting on stools trying to have some sort of defensible territory between cases, and that's neither appropriate nor conducive to surgeon satisfaction."

The center is powered by a sophisticated IT platform that enables a number of progressive processes such as ultrasonic tracking of patients, staff and physicians for quick-location purposes; biometrics identification for narcotics dispersion; Bluetooth wireless monitoring of patient vitals; advanced telemedicine capabilities; RFID-driven nurse call system and much more. The IT capabilities extend to center management and operations such as inventory control, setting par levels and supplies ordering, plus patient scheduling, patient flow and H&P, and coding and billing, all handled with HIPAA-approved transmittal processes. The center's eight ORs are equipped with state-of-the-art LCD displays, booms and an audiophile system, as well as CT and MRI in-room imaging. Renaissance is also home to a showroom and telemedicine center of excellence for Olympus Corp., which has installed a digital integration system utilizing rigid and flexible scopes, with one cart handling multiple surgical specialties.

How Renaissance fit into the existing Pacific Medical Plaza building is an achievement in itself, Pings says, since the entire project was a retrofit and where the anchor of the building was the nearly 19,000-square-foot ASC. "We were able to be extremely aggressive in our design in the allotted square footage," he says. "The original ASC design had elements that were extremely challenging when you realized our space limitations. The design had to be created around the main stairwell in the very center of the structure and we relocated a second stairwell from one side of the building to the other."

The innovations abound at Renaissance, which required a coordinated process of value engineering driven by the collective experience of the development team to deliver a cutting-edge ASC for very close to the cost of a standard facility. "We knew the challenges related to cost control for an ASC as ambitious as this," noted Wallace. "However, what we could not have anticipated was trying to accomplish this amid one of the worst economic environments in U.S. history." The upfront effort will continue to be realized through much lower operating costs thanks to better outcomes, automation and other inherent cost controls. "Cost is an overriding concern at any center but you must remember that upfront costs are ameliorated by cost savings in patient safety and efficiency," Pings notes.

Key to Renaissance's success is the partnership between stakeholders, according to Wallace. "This center is a culmination of many years of collaboration with Tony and Kathy as well as the relation-

a cost savings of approximately \$8 per trip per staff member.

Contributing further to physician convenience is an adjacent, separate entity, the "hot office" area, instead of a conventional medical office building set-up where surgeons can have a place for pre-op and post-op patient consults, a design that extends the full use of the facility to office-based surgery convenience, according to Pings, who notes, "When you provide ways for physicians and staff not to work harder but to work more efficiently, they prefer it, and they are happier people."

Pings continues, "What I push for the most is an understanding of the different needs of everyone involved at the center, and that includes surgeons. That physician lounge is one way to provide them with the productivity tools they need without having to leave substerile. We wanted to give them the support tools they need within their domain; for example, while they chart they



Photographer: Terrance Williams of Wundr Studio

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— Anthony Ping, CEO of Anthony C. Pings and Associates

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— Bruce Wallace, CEO of Congero Development

ship with a cooperative landlord who was of tremendous help in the development process and extremely supportive through the financial crisis. It was also critical to have physicians buy into your vision. We couldn't have done it without the overwhelming support of the physicians; most of them put their money in, signed on the dotted line and sat back, leaving us to do what we were supposed to do."

According to Wallace, the center is 70 percent physician owned, with Congero operating as a minority management company. Being a physician-driven facility, the opportunity to do things differently presented itself repeatedly, including how the center was staffed. "We created our own registry and share our staff with other facilities in the area," Wallace explains. "By doing so we can reduce the labor-related load on the facility; for instance, on slower days with a lower case volume, we can share our staff with other facilities in the area. We believe having people standing around is bad for morale and bad for efficiency's sake, and this arrangement is better for staff, if they need to take a day to meet personal or family obligations. The registry concept is a better way to accommodate staff who can work the hours they would like to work. And it allows physicians to have a schedule that fits their lives, too. It creates a real team spirit. We also incentivize staff to help increase the efficiency and profitability of the center, linking together their individual success and the success of the center for even better outcomes and operations."



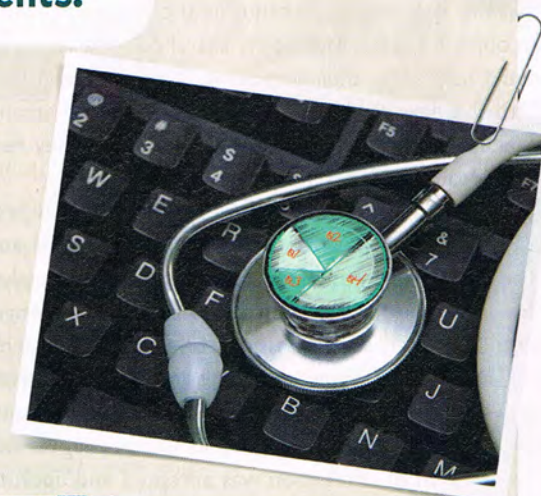
Renaissance Surgical Arts at Newport will utilize two discreet, low-intensity, stand alone sterilization areas between its operating theaters and a central high-intensity, processing area central to the operating corridor for main processes  
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