Pavion Enhances Operating Room Efficiency and Performance

　
Challenge

A large healthcare organization identified the need to evaluate and optimize its operating room (OR) workflow to improve both efficiency and financial performance. Leadership wanted a clear, end-to-end understanding of the patient journey—from arrival to discharge ("wheels in to wheels out")—with a focus on:

- **Identifying bottlenecks in patient flow**
- **Improving communication among PreOp, PACU, and OR teams**
- **Reducing unnecessary delays**
- **Standardizing processes across departments**

Gaps in communication, inconsistent workflow steps, and inefficient coordination were creating avoidable downtime, impacting OR utilization, patient experience, and operational margins. The organization required a partner that could assess real-time operations and provide actionable, user-centered recommendations for improvement.

Overview

- New designed workflow
- User friendly Staff Terminals
- Integration of corridor lights and two way audio
- Implementation of workflow buttons
- Full Implementation Support

Solutions

Pavion's User Experience (UX) team partnered closely with clinical leadership to conduct a comprehensive workflow assessment. Applying Lean methodologies, Pavion's UX consultant observed live operations, mapped existing processes, and collaborated with OR stakeholders to redesign a more efficient workflow model. A major focus of the solution was the redesign and optimization of Staff Terminals within the PreOp, PACU, and OR spaces. Over several months, Pavion facilitated multi-disciplinary workshops to ensure the redesigned processes aligned with clinical needs, supported staff communication, and integrated seamlessly with daily operations.

Solution Key Elements

- **A newly designed workflow structure** eliminating redundant tasks and improving interdepartmental communication
- **User-friendly updates to the Staff Terminals** for more intuitive navigation and real-time visibility into patient status
- **Integration of corridor lights and two-way audio through Rauland devices**, enhancing real-time coordination and signaling
- **Implementation of workflow buttons** such as tracking whether an anesthesiologist has seen a patient to reduce reliance on verbal updates
- **Full implementation support**, including staff retraining and change management, ensuring smooth adoption of the optimized workflows

Once the redesign was complete, Pavion led the rollout, provided hands-on education, and ensured staff were confident using the updated tools and processes.
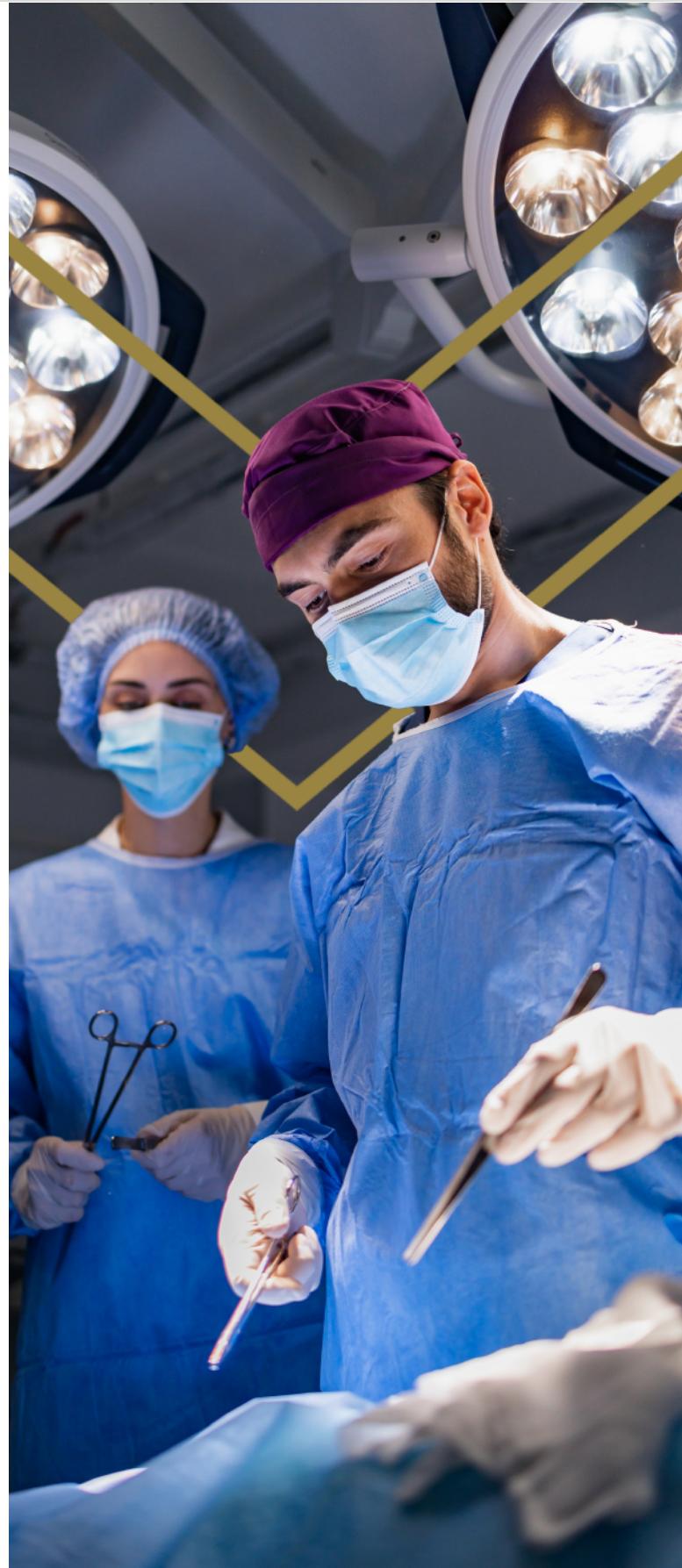
Results and Impact

The enhancements made to the Staff Terminals and workflow processes delivered immediate and measurable improvements:

- **Enhanced Compliance**
  Eliminates human error and ensures only personnel with active, up-to-date training can access regulated spaces—meeting industry requirements with ease.

- **Streamlined Workflow Tracking**
  Workflow buttons eliminated manual verbal check-ins by allowing staff to instantly see whether key tasks—such as anesthesiology evaluations—were completed.

- **Standardized Processes**
  Consistent workflow buttons and communication tools across departments created a unified operational approach.

- **Improved OR Utilization**
  Removing workflow inefficiencies reduced downtime between cases, enabling better scheduling, higher throughput, and more efficient resource allocation.

- **Increased Financial Performance**
  Greater OR efficiency translated directly into improved financial contributions—strengthening the hospital's overall operational performance.

Why It Matters

This project highlights how Pavion's User Experience team goes beyond technology deployment to deliver meaningful workflow transformation. Through user-centered design, process optimization, and staff training, Pavion helped the organization create a more efficient, coordinated, and high-performing OR environment.

By strengthening communication, standardizing workflows, and improving operational visibility, Pavion enabled the healthcare system to elevate patient care while boosting financial results—reinforcing Pavion's role as a trusted partner in clinical workflow innovation.

Why Choose Pavion?

Pavion delivers world-class Fire, Security, and Integration solutions designed to help organizations operate with confidence.
Our approach ensures:

- **Future-ready infrastructure that scales**
- **Enhanced operational efficiency**
- **Improved safety and compliance**
- **A seamless customer experience from design through long-term support**

If you're upgrading technology in regulated or budget-constrained environments, Pavion can help you Connect and Protect—strategically, sustainably, and without disruption.

About Pavion

Pavion connects and protects by providing Fire, Security, and Integration solutions to customers in 70+ U.S. locations and 23 countries. The company brings industry leading experience to clients in the enterprise, healthcare, education, government, data center and retail industries. Its mission is to bring clarity and transformation to safety, security, and communication through technology and radical service. Learn more at Pavon.com.

Our Industries

We've built solutions for many different industries, and we're ready to provide you with the service and solutions you need to connect and protect what's important.

Distribution Retail Distribution Storage, Education, Finance & Insurance Government & Defense Healthcare & Pharmaceutical, Property Management Technology & Data Centers