Coloplast

Intrepid Lane Surgery Center:

Achieving efficiency and cost savings

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Revolutionizing patient care: a new ASC's journey to excellence

Understanding the challenges and setting goals

When the Intrepid Lane Ambulatory Surgery Center opened its doors in October 2022, it faced the daunting task of establishing itself as a profitable and efficient healthcare provider while delivering exceptional patient care. The board's decision to appoint Sara Ostrander as Chief Operating Officer was a strategic one. With her extensive background as the Director at SUNY Upstate Medical University Hospital, Sara brought a wealth of experience and a clear vision to this new venture.

Sara's first task was to tackle the dual challenge of driving revenue and increasing profitability. She understood that the foundation of a successful surgery center lay in building a cohesive, skilled team, securing the right equipment, and focusing on cost-efficiency. Her goal was to transform Intrepid Lane into a model of operational excellence and patient-centered care.

The challenge: Implementing effective cost management

One of the most common procedures at Intrepid Lane was Laser Lithotripsy, a treatment that required substantial capital investment in new equipment. Sara knew that selecting the right supplier would be crucial not only for the financial health of the center but also for the quality of care they could provide. After evaluating multiple vendors, Intrepid Lane chose Coloplast, a decision driven by both economic and clinical considerations.

Why Coloplast?

The choice to partner with Coloplast was influenced by several key factors. Physicians at Intrepid Lane found Coloplast's endourology products to be clinically effective and reliable. More importantly, Coloplast offered significant cost savings per case. Their transparent pricing and the convenience of paying for capital using single-use devices were particularly attractive.

Coloplast's comprehensive support extended beyond just products. Their focus on patient activation, education, and surgical support provided a holistic solution that met Intrepid Lane's needs. Moreover, having one primary supplier streamlined the ordering process, avoiding the complexities of dealing with multiple vendors.

High-level overview

New ASC opened October 2022

Challenges:

Drive revenue, **increase** profitability, **maintain** high patient care standards

Key Decision:

Choosing Coloplast for Laser Lithotripsy solutions

Results:

Reduced cost per case from **~$600 to ~$250**

Increased profit margin **from 73% to 89%** for most physicians

Achieved **<= 15-minute** OR turnaround times

Enhanced patient education and care

Redefining processes: Streamlining operations and reducing costs

The integration of Coloplast's solutions brought about substantial improvements at Intrepid Lane. The cost per lithotripsy case dropped dramatically from approximately $600 to $250. This reduction was largely due to the efficiency of Coloplast's reusable fibers, which maintained their performance across ten uses, thus significantly lowering overall costs.

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The introduction of products that use irrigation and vacuum aspiration to clear stone fragments during lithotripsy alongside the Coloplast TFL Drive allowed for simultaneous dusting and basketing, eliminating the need for multiple trips and enhancing procedural efficiency. This "one and done" approach streamlined operations and reduced the time patients spent in surgery.

Improved margins and operational excellence

For a new surgery center with a high percentage of Medicare and Medicaid patients, maintaining a low cost per case was crucial. The Medicare payment for lithotripsy in New York is ~$2400, and the improvements brought about by Coloplast's solutions resulted in improving margins from 73% up to 89% for most physicians. This financial boost was instrumental in establishing Intrepid Lane's profitability early on.

Operational improvements extended beyond cost savings. Achieving a <= 15-minute OR turnaround times and consistently tracking and improving OR flow became new standards. Sara's leadership in hiring experienced technicians and fostering a culture of accountability and shared financials ensured that the ORs were never idle, further enhancing efficiency.

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Enhanced patient care: Educating and engaging patients

At Intrepid Lane, patient care is about more than just treatment—it's about providing long-term solutions and empowering patients through education. The mantra at the center is not merely to address problems but to fix them. Coloplast's men's health programs played a crucial role in this mission, guiding patients through the continuum of care for conditions like Erectile Dysfunction and offering sustainable solutions.

Patient education became a cornerstone of their approach. By focusing on educating patients about their options and promoting long-lasting interventions, Intrepid Lane improved patient outcomes and satisfaction. The emphasis on "educating patients to make a better decision" resonated across various conditions, including kidney stone management, reducing the need for multiple visits and enhancing overall patient care.

The human touch: Empowering staff and patients alike

Sara Ostrander's leadership was pivotal in creating a collaborative environment at Intrepid Lane Surgery Center. She fostered a culture where each staff member felt integral to the center's mission. This cultural shift was essential in transforming the workplace into a space where improving patient care was a collective ambition.

The introduction of the Coloplast TFL Drive Laser brought the latest technology to the facility, which could have been challenging for the team. However, Sara's emphasis on thorough training and open communication ensured that the staff was well-prepared to embrace this innovation.

The Coloplast TFL Drive's intuitive graphical user interface (GUI), along with its pre-set procedural modes, were designed with safety in mind. These features empowered the staff to start procedures at a low energy output, which was crucial for maintaining patient safety while they became accustomed to the technology. Coloplast's careful consideration of safety through the Coloplast TFL Drive's design made the transition smoother, reinforcing the team's confidence in using the new equipment.

By integrating advanced technology with a strong focus on safety and team collaboration, Sara was able to lead Intrepid Lane Surgery Center through a successful transformation, enhancing both operational efficiency and patient care.

Looking to the horizon: Future goals and initiatives

With the inpatient experience now refined, Intrepid Lane is setting its sights on optimizing the outpatient landscape. The future goals include streamlining patient pathways from diagnosis to treatment, setting new benchmarks for excellence and leadership in outpatient care. Sara and her team are dedicated to continuous improvement and innovation, ensuring that Intrepid Lane remains at the forefront of patient-centered care.

Conclusion: A beacon of progress

The journey of **Intrepid Lane Surgery Center** is a testament to what can be achieved with a blend of vision, strategy, and unwavering commitment to patient care. The partnership with Coloplast has been instrumental in this transformation, showcasing the profound impact of collaboration in healthcare innovation. Intrepid Lane stands as a beacon of progress, exemplifying excellence in patient care and operational efficiency.

Coloplast

This case study is the experience of one healthcare facility. This case study is for educational purposes only and comes without any claims, guarantees, or particular financial savings. Each facility's situation is unique and risks, outcomes, experience, and results may vary. Expertise is critical to analyze limitations to the health care economic information.

Dormia No-Tip Brief Statement

Indications
The Dormia® No-Tip nitinol stone extractor is an interventional endourological device used to remove stones and stone debris following lithotripsy, located in urinary tract, through percutaneous access or through retrograde natural access.

Contraindications
Contraindications to the medical device
- The device is not intended for use other than for endourological procedure.
- Do not use, when, in the judgement of the physician, such a procedure would be contrary to the best interest of the patient.
- The device contains nitinol materials. Do not use in case of patient's known allergy to device materials.

Contraindications to the endourological procedure
- Untreated urinary tract infection.
- Uncontrolled haemostasis disorder.
- Malignant kidney or urinary tract tumor
- PerCutaneous NephroLithotomy (PCNL) procedure is not indicated in:
  - Pregnancy unless exceptional situation
  - Bleeding disorders

Warnings & Precautions
This device must only be used by trained and experienced physicians. Do not use REF. EXN434 with a flexible endoscope.

Potential Complications
Adverse events involving patients have been reported, which may be related to the procedures used or problems occurring with the device (such as detachment of a part of the device, breakage, or inability to withdraw the basket), especially if the operating procedure and the warnings above are not observed, although their occurrence greatly depends on patients' medical conditions. Adverse events include but are not limited to: Tissue trauma (mucosal abrasion, perforation), infection (e.g. urinary tract infection, pyelonephritis, severe infection…), pain, bleeding, haematuria, foreign object in body, device embedded in tissue, prolonged procedure and stone impaction.

Advice to Patients
Patients should be educated on the interventional procedure and be advised to inform the physician immediately if any abnormality or adverse event occurs (e.g., hematuria, infection, pain).

The information provided is not comprehensive with regard to product risks. For a comprehensive listing of indications, contraindications, warnings, precautions, and adverse events refer to the product's Instructions for Use. Alternatively, you may contact a Coloplast representative at 1-800-258-3476 and/or visit the company website at www.coloplast.com.
Caution: Federal law (USA) restricts this device to sale by or on the order of a physician.

PM-16911, April 2024

TFL Single-use & Reusable Optical Fibers Brief Statement

Indications
Optical Fibers are indicated for use in general surgical applications such as: incision, excision, vaporization, ablation, hemostasis, coagulation of soft tissue and stone treatment in a contact semi-contact or non-contact mode. Applications are defined by the intended use of the surgical laser device, while optical fibers cannot be associated to any specific application. Laser techniques are most commonly applied in surgical fields such as Urology, Gastroenterology, Arthroscopy, Spine surgery, Gynecology, ENT, and General Surgery.
Indications are the ones that the laser claims, while fibers cannot be associated to any specific indication.

Contraindications
For warnings, cautions, contraindications, and clinical use of the fiber refer to the medical laser device User Manual. Optical Fibers are contraindicated for treatment of patients for whom endoscopic procedures are contraindicated. Medical opinion is critical to determine if a patient can withstand a laser treatment, considering also the contraindications related to the specific clinical applications.

Warnings & Precautions
This product shall be used by trained and qualified users only. Indications involving heart or central circulatory system, or the central nervous system are excluded from optical fibers intended use. Reusable Optical Fibers should not be used on patients with confirmed or suspected Transmissible Spongiform Encephalopathies (TSEs).

For Single-use Optical Fibers Only: Reuse, re-processing, or re-sterilization may compromise the structural integrity of the device and/or lead to a device failure or create risk of contamination. This may result in patient injury, illness or death, or in transmission of infectious disease from one patient to another.

Potential Complications
Refer to the laser system User Manual for specific instructions concerning warnings, cautions, contraindications, and clinical use of the laser. Complications that could occur during laser treatments include: • local and/or systemic infection • thermal damage • local hematoma • dissection and perforation • tissue adhesion • Pain.
Note: It is possible that the optical fiber tip breaks off during use.

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PM-21989, July 2024

Coloplast TFL Drive BRIEF STATEMENT

Indications
The Coloplast TFL Drive laser device and its accessories are intended for incision, excision, resection, ablation, coagulation, hemostasis, and vaporization of soft tissue with or without an endoscope, in the following indications: Urology, Lithotripsy, Gastroenterological Surgery and Gynecological Surgery.

Contraindications
The use of the laser is contraindicated:
- In patients whose general medical condition contraindicates surgical intervention.
- When appropriate anesthesia is contraindicated by patient history or inability to receive anesthesia.
- Where tissue (especially tumors) is calcified.
- For hemostasis of vessels with diameters over approximately two millimeters.
- Where laser therapy is not considered the treatment of choice.
- In patients who have recently undergone radiotherapy. Such patients may be at greater risk of tissue perforation or erosion.
- In patients unable to receive endoscopic treatment.
- In patient suffering from bleeding disorders and coagulopathy.
- Diagnosed with acute or chronic prostatitis, prostate cancer, or severe urethral stricture.
- Diagnosed at the time of treatment with acute or chronic urinary tract infection.

Other considerations requiring Physician's clinical judgement:
- Patients with compromised renal function or upper urinary tract obstructive diseases.
- Patients who still wish to have children.
- Patients with an ASA classification of physical status 5.
- Patients with a prostate gland > 120g.

Warnings & Precautions
Clinical studies have shown that patients who have undergone radiation therapy present a greater risk of perforation or tissue erosion. The Coloplast Drive Laser System is a surgical device that should be used only by physicians or surgeons who have been thoroughly trained in laser surgery. Surgeons using Coloplast TFL Drive Laser System must understand the laser's unique properties prior to using the device.

As with conventional endoscopic surgery, the possibility of complications and adverse events (such as chills, fever, edema, hemorrhage, inflammation, tissue necrosis or infection) may occur following treatment. In extreme cases, death may occur due to procedural complications or concurrent illness. The laser may not be effective for coagulation in massive hemorrhage situations. The surgeon must be prepared to control hemorrhages with alternative non-laser techniques, such as ligature or cautery. The risk of infection and scarring associated with any surgical procedure has to be taken into account. Tissue perforation may result if excessive laser energy is applied. This could occur through the use of excessive laser power or the application of a correct power for excessive periods, particularly in diseased tissue. The use of mechanical pressure on the Single-Use and Reusable Optical Fiber devices does not increase its cutting or vaporization effects but may induce bleeding, thermal damage and fiber destruction.

The manufacturer has no clinical information or experience concerning the use of the Laser System on pregnant women or nursing mothers. There is no guarantee that treatment with the Laser System will entirely eliminate the disease. Repeated treatment or alternative therapies may subsequently be required.

Potential Complications
Complications and risks are the same of the conventional laser surgery. Acute pain may occur immediately following laser therapy and may persist for as long as 48 hours. Immediately following laser therapy, the patient may experience fever and leucocytosis, which are commonly associated with tissue destruction. These generally resolve without treatment. Laser ablated tissue may become necrotic or infected after treatment. In case of concerns about any possible infection, appropriate treatment should be carried out.

Acute complications and non-thermal risks include induced hemorrhage, ulceration, perforation, edema, pain, fever, leukocytosis, and chills. Critical complications and thermal risks include healing delay, perforation, stenosis, delayed hemorrhage, sepsis, and embolism.

The following complications could be serious and could result in death:
- Patients may experience bleeding at the site of laser therapy. Haematocrit analysis after treatment is recommended to identify this potential complication.
- Sepsis can result from performing any surgical procedure. In case of concerns about any possible sepsis, appropriate evaluations should be made.
- Perforation may occur as a result of laser treatment. In order to diagnose perforations, patients must be carefully followed post-operatively with appropriate tests.

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Titan & Titan Touch Inflatable Penile Prosthesis Brief Statement

Indications
The Titan Inflatable Penile Prosthesis is indicated for male patients with erectile dysfunction who are considered to be candidates for implantation of a penile prosthesis.

Contraindications
The Titan Inflatable Penile Prosthesis is contraindicated in patients who have one or more of the following conditions: Patients with an active infection present anywhere in the body, especially urinary tract or genital infection. Patients with a documented hypersensitivity or allergic reaction to silicone or polyurethane. Patients with unresolved problems affecting urination, such as an elevated residual urine volume secondary to bladder outlet obstruction or neurogenic bladder. Patients unwilling to undergo any further surgery for device revision.

Warnings & Precautions
The Titan device should only be implanted by physicians experienced in the surgical procedures involving implantation of a penile prosthesis. Physicians should advise prospective patients, prior to surgery, of the warnings, precautions and potential complications associated with the use of this product, which may include the following: Potential for resurgery (Note: device is not a lifetime implant). Implantation makes latent natural erections, as well as other interventional treatment options, impossible. Implantation may result in penile shortening, curvature or scarring. Pre-existing abdominal or penile scarring or contracture may make surgical implantation more complicated or impractical. Diabetic, as well as immunocompromised patients, may have an increased risk of infection which could result in permanent damage to tissue/organs. Vigorous exercise and manual massage could lead to device damage. Certain stresses and pressures (straddle seating, obesity, etc.) could lead to involuntary inflation or deflation.

Precautions
Patients with spinal cord injury may have an increased risk of infection. This device may be used to treat ED in the presence of Peyronie's disease. A thorough preoperative consultation should include a discussion between the patient and physician of available treatment options and their risks and benefits. Patient selection should consider the following factors which could lead to increased risk of failure and can be critical to the eventual success of the procedure: Ability and willingness of the patient to follow instructions. Associated psychological status (e.g. psychogenic erectile dysfunction, inappropriate attitude or motivation). Health conditions which hamper sexual activity, such as severe angina, may prevent successful use of this device. Manual dexterity problems.

Potential Complications
revision surgery or removal of the implant. Adverse events following penile protheses implantation may be de novo, persistent, worsening, transient, or permanent.
Adverse events may include but are not limited to: Acquired phimosis, Adhesion(s), Bladder storage symptoms, Capsular contracture, Deformity, Delayed/Impaired/Abnormal wound healing, Discomfort, Erosion/Extrusion, Fistula, Foreign body reaction, Hematoma/Seroma, Hemorrhage/Bleeding, Hernia, Hypersensitivity/Allergic reaction, Induration, Infection (local or systemic), Inflammation (including, but not limited to edema, erythema, redness, swelling), Male Dyspareunia, Necrosis, Obstruction/Occlusion, Pain, Perforation or injury of soft tissue (e.g., muscles, nerves, vessels), structures, or organs (e.g., bowel, bone, bladder, urethra, ureters), Scar tissue, Sexual dysfunction, Tactile disorders, e.g., hypoesthesia, numbness, Urinary incontinence symptoms, Urinary tract infection, Voiding symptoms.
The occurrence of these events may require one or more subsequent surgeries which may or may not always fully correct the complication.

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