Increasing case volume, physician satisfaction, and patient safety are goals every OR leader strives to achieve. The 2014 OR Manager of the Year, Nancy Daughety, RN, has bragging rights to all three.

Daughety is administrative director of perioperative services at St Francis Hospital, Inc, a 376-bed community hospital in Columbus, Georgia.

Under her leadership, the OR has grown from 10 to 15 suites, surgical volume has more than doubled to 11,000 cases per year, and physician satisfaction has risen to an all-time high, says Deborah Saylor, MSN, RN, senior vice president, clinical care, and chief nursing officer at St Francis.

In addition, the hospital has not had a surgical sentinel event since 2010.

Daughety will be honored at a luncheon on Thursday, September 18, during the OR Manager Conference in Long Beach, California.

“We’re doing 65 cases a day, and we’ve had to get very creative with our staffing and hours to try to cover and keep the workload off of call people,” Daughety told OR Manager. Making the evening shift runs as quickly and smoothly as the morning shift, and having the right staff to handle the large volume are the obstacles she faces every day.

“She is known for quick and effective problem resolution, seeks and expects full engagement from her area’s leaders and staff, and is recognized widely by all as one who gets the job done,” says Saylor.

Among Daughety’s accomplishments:
• St Francis Hospital in 2007 received the Georgia Hospital Association’s first ever Josh Nahum-First Place Award for Achievement in Infection Prevention and Control for having reduced the rate of deep sternal wound infections among surgery patients to zero.
• The OR was the first department to implement Crew Resource Management to increase teamwork effectiveness, communication, and patient safety.
• Turnover time between cases has dropped to under 20 minutes.
• Daughety created a career ladder for surgical technologists that is evidence-based and focused on reward and recognition.

“With all of the growth and expansion in our operating room at St Francis Hospital, she has retained tenured employees throughout the years,” says William E. Taylor, MD, FACS, a surgeon at St Francis.

Daughety recognizes each individual and their unique contributions, and she is able to ask more from them as time goes on, he adds.

“Relationships are what endear you to people,” Daughety says. “I love pushing people to be the best they can be. And if they’re all they can be, your patients will get super great care.”

Daughtey is never complacent. “I always think there’s something more I can do. I want to do my very best. I care a million percent, and I think that’s what drives me.”

Under her leadership, the OR has become the flagship department of St Francis Hospital, which is the community’s surgical hospital of choice, say her colleagues.

—Elizabeth Wood