

## Solstice Group

# Plastic Surgery Office Based Surgical Suite Case Study

How a three-physician plastic surgery group built an office based surgical suite with accreditation readiness, compliance infrastructure, clinical workflow control, and digital oversight



## Executive Summary

The client was a three-physician plastic surgery group preparing to launch an office based surgical suite inside a new clinical environment. Leadership needed a financial plan, a buildout strategy, accreditation-ready policies, compliance infrastructure, clinical workflow design, equipment planning, and a management system that would hold after opening.

Solstice Group advised the group from early planning through operational buildout. The work covered financial analysis and strategic planning, construction and clinical space design review, QuadA accreditation preparation, compliance program development, workflow design, interactive digital documentation, equipment capital acquisition support, and KPI platform development for future physician review.

## Client Profile

- Three plastic surgeons in group practice
- Office based surgical suite development within clinical expansion
- Need for QuadA-ready facility design and operating standards
- Need for formal OSHA, HIPAA, CLIA, Department of Labor, and related compliance programs
- Need for structured business and clinical workflows before opening
- Need for digital safety and regulatory oversight instead of paper binders and manual tracking

## Starting Conditions

The physicians had a strong clinical model and a clear growth objective, but the surgical suite required a disciplined operating framework before launch. The project needed financial and strategic review before capital commitments. Clinical space design needed to support accreditation standards from the start. Policies, documentation, emergency readiness, workflow controls, and staff accountability all required development before the suite could operate as a controlled surgical environment.

Area	Starting Point	Delivered Result
Strategic planning	Financial and operational analysis	Financial model, planning assumptions, and launch priorities established
Construction and buildout	Clinical design accreditation guidance	Buildout reviewed against QuadA-related standards and surgical flow requirements
Accreditation readiness	No completed survey package or program set	Survey process and operating documentation prepared
Compliance	No full program structure tied to the suite	OSHA, HIPAA, CLIA, Department of Labor, and related programs implemented
Workflows	Business and clinical tasks required standard design	Pre-, intra-, and post-op, scheduling, and discharge workflows designed
Documentation system	Manual oversight would limit control	Interactive online management system built for safety and regulatory tracking
Capital planning	Equipment decisions needed structure	Capital acquisition support aligned with suite needs and launch timing
Performance review	No KPI platform for ongoing governance	KPI protocols and future targets established

Table 1. Practice conditions at engagement and the operating results delivered through the engagement

## Scope of Engagement

- Completed financial analysis and strategic planning for the office based surgical suite
- Advised during construction and buildout to support accreditation standards in space design
- Prepared accreditation programs covering survey process, physician qualifications, anesthesia and safety policies & procedures, facility standards policies & procedures, and facility documentation and reporting policies & procedures
- Designed clinical and administrative workflows tied to the surgical environment
- Developed interactive online documentation & management system for safety and regulatory compliance
- Developed and implemented OSHA, HIPAA, CLIA, DOL, and related compliance programs with ongoing monitoring, training, and accountability
- Assisted with equipment capital acquisition planning and decision support
- Built KPI platform protocols and established future operating goals

### Implementation Roadmap

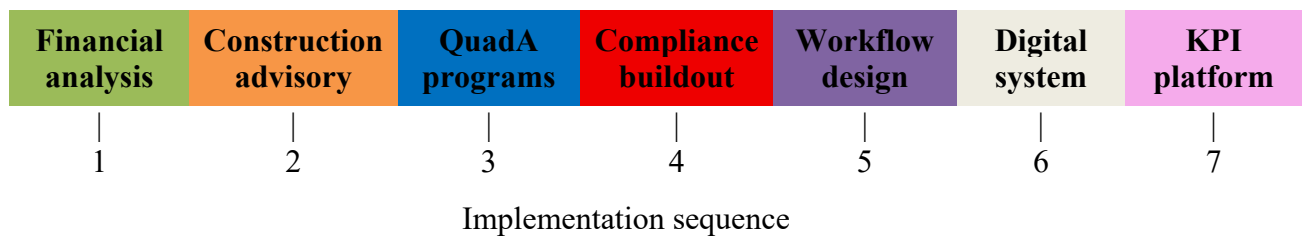


Figure 1. High-level implementation roadmap used to move the project from planning to operational readiness.

## Financial Analysis and Strategic Planning

The project began with financial and strategic planning. Leadership needed a clearer view of suite economics before final buildout and equipment decisions. Solstice Group reviewed the operating model, procedure mix assumptions, staffing requirements, equipment needs, and compliance costs so the physicians could sequence decisions with more discipline.

- Reviewed capital and operating cost categories tied to launch
- Mapped staffing, equipment, and compliance requirements to the surgical model
- Helped leadership align buildout decisions with future operating needs
- Established planning assumptions for suite capacity, workflow support, and oversight requirements
- Created a stronger baseline for future KPI review and physician decision-making

## Construction Advisory and QuadA Readiness

Clinical space design was reviewed against the operational requirements of an office based surgical suite. The advisory role focused on making the physical environment support accreditation readiness before the practice reached the survey phase. This reduced redesign risk and kept facility planning tied to patient flow, safety, documentation, and staff function.

- Reviewed construction and clinical space planning against QuadA-related standards
- Assessed room flow, clean and dirty separation, recovery function, and staff circulation
- Aligned physical design decisions with anesthesia and safety expectations
- Linked facility design to documentation, reporting, and emergency readiness needs
- Reduced the gap between construction completion and accreditation preparation

### Accreditation Program Components

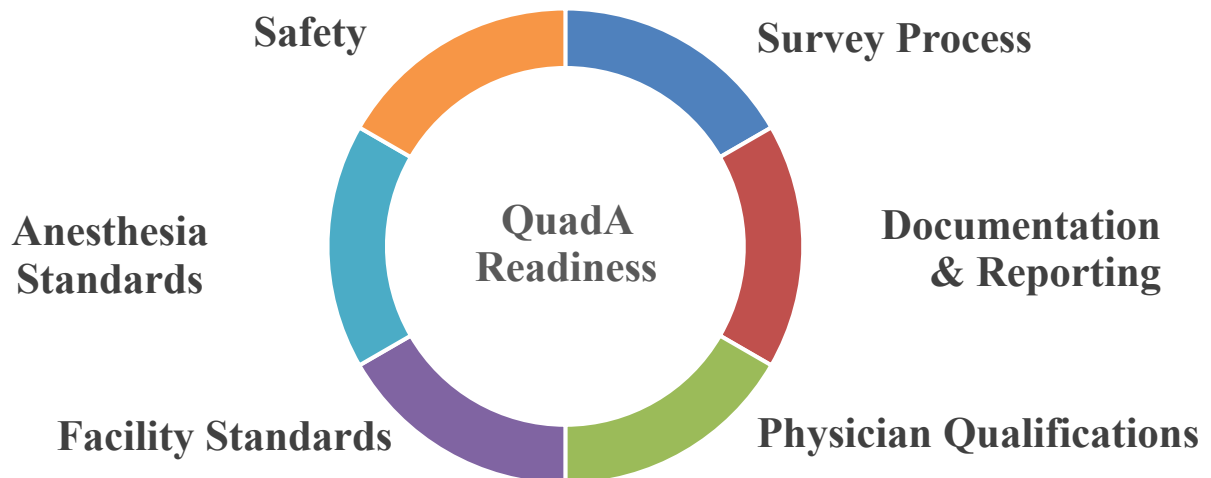


Figure 2. Accreditation program components prepared for office based surgical suite readiness.

## Accreditation Program Preparation

Accreditation preparation required a full operating package. Solstice Group developed the documents, structure, and process expectations needed to support survey readiness.

- Survey process preparation and readiness structure
- Physician qualification standards and supporting documentation expectations
- Anesthesia and safety policies and procedures
- Facility standards policies and procedures
- Facility documentation and reporting policies and procedures
- Readiness framework for ongoing review, updates, and accountability

## Compliance Program Buildout

The suite required active compliance infrastructure, not static manuals. Solstice Group developed and implemented OSHA, HIPAA, CLIA, Department of Labor, and related compliance programs with training, monitoring, and operational accountability built into the model.

- OSHA program structure, logs, training expectations, and accountability routines
- HIPAA privacy and security controls tied to workflow, access, and documentation
- CLIA procedures tied to testing, records, and oversight where applicable
- Department of Labor controls tied to staffing, records, and employment practices
- Broader safety and regulatory controls tied to suite operations
- Monitoring routines, review cycles, and ownership assignments for each compliance area

## Clinical Workflow Design

The group needed operating discipline before opening. Solstice Group designed the workflows that linked physicians, nursing, front desk, and administrative functions inside the surgical model. The goal was consistency, safety, and repeatable execution.

- Patient intake and pre-operative preparation workflows
- Scheduling and case coordination workflows
- Clinical documentation pathways for the suite environment
- Anesthesia and safety-related process controls
- Post-operative communication and follow-up workflows
- Internal handoffs between business and clinical teams
- Policy-driven compliance tasks embedded into daily operations

## Interactive Online Documentation and Management System

Manual compliance binders and one-person memory create control risk in a surgical setting. Solstice Group developed an interactive online documentation and management system so the practice could centralize safety and regulatory records, review deadlines, track required actions, and maintain cleaner visibility after opening.

- Centralized documentation environment for safety and regulatory records
- Structured review paths for logs, policies, and operational tasks
- Improved monitoring of required updates and recurring compliance actions
- A cleaner management tool for accountability across the suite
- Stronger support for ongoing survey readiness and leadership oversight

## Equipment Capital Acquisition Support

Equipment planning had direct implications for capital deployment, workflow, and accreditation readiness. Solstice Group assisted with equipment capital acquisition by helping the physicians evaluate needs in the context of suite design, procedure support, safety expectations, and launch sequencing.

- Linked equipment decisions to clinical use and facility design
- Helped leadership sequence acquisition against implementation priorities
- Reduced the risk of overbuying, underbuying, or poor timing
- Aligned capital decisions with future workflow and operational oversight

## KPI Platform and Future Goals

The practice needed more than launch readiness. The physicians needed a framework for ongoing review after opening. Solstice Group built KPI platform protocols and established future goals so leadership could review the suite through financial, clinical, safety, compliance, and operational categories.

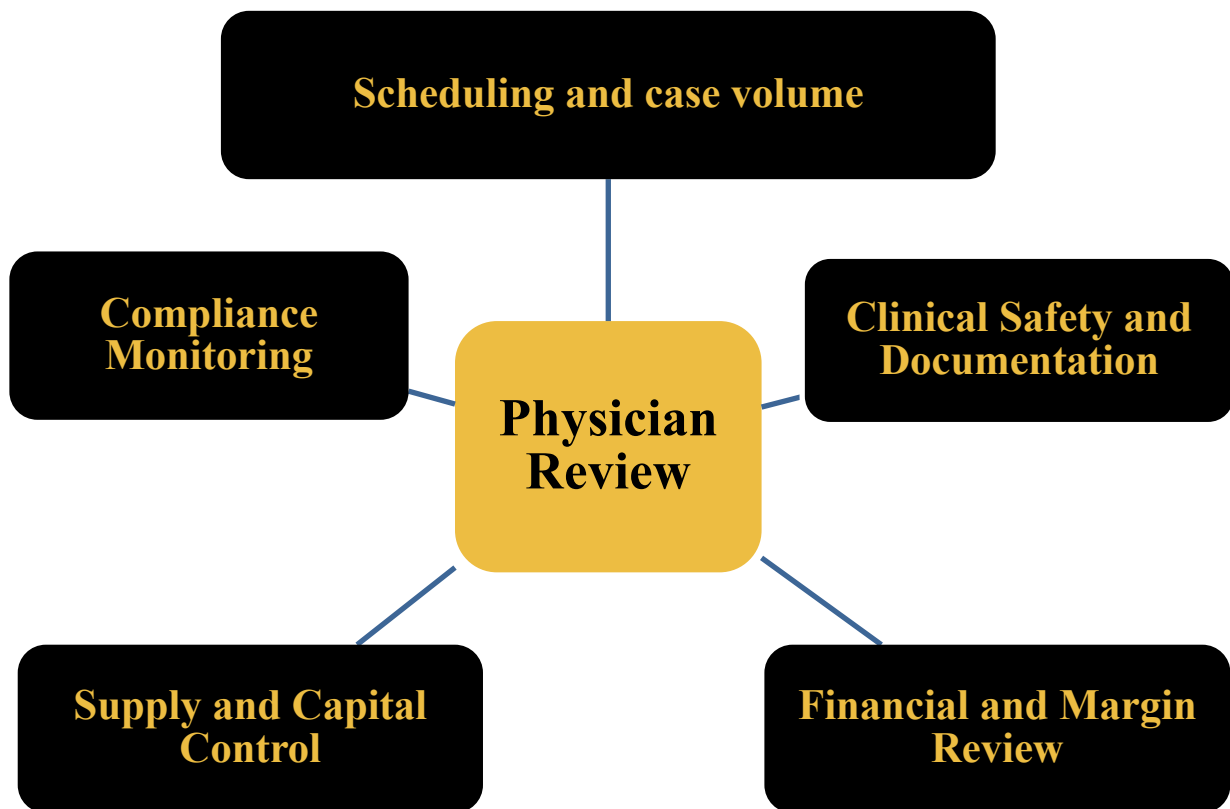


Figure 3. KPI platform categories established for future physician review and governance.

- Defined KPI review categories tied to suite operations
- Connected physician oversight to financial, compliance, and workflow indicators
- Created a base structure for future target setting and accountability
- Moved the practice toward a managed operating model instead of event-based problem solving

## Operational Impact

The engagement positioned the plastic surgery group to open and manage the office based surgical suite with stronger control across planning, construction, accreditation readiness, compliance, workflow design, documentation, capital decisions, and future performance review.

Workstream	Operational Impact
Financial planning	Leadership gained a more disciplined basis for suite investment and launch sequencing
Construction advisory	Clinical space decisions aligned more closely with accreditation and workflow requirements
Accreditation readiness	Survey package and operating documents were prepared before launch pressure peaked
Compliance programs	The group gained monitored programs instead of fragmented obligations
Workflow design	Daily clinical and business actions moved into a defined operating structure
Digital oversight	The online management system improved visibility, review, and accountability
Capital acquisition	Equipment decisions aligned with safety, clinical use, and operating priorities
KPI platform	The physicians gained a future review structure for governance and goal setting

## Why This Engagement Mattered

Many surgical suite projects focus on construction and equipment first, then try to solve compliance, workflow, and accreditation issues later. This engagement reversed that pattern. The group built the operating model alongside the physical environment. That produced a stronger foundation for readiness, control, and long-term management.

## Key Takeaways for Similar Practices

- Financial planning should precede final capital and buildout decisions
- Construction review should reflect accreditation and workflow needs from the start
- Survey readiness requires policies, documentation, ownership, and review structure
- Compliance programs need training, monitoring, and accountability to hold after opening
- Clinical workflows should be designed before the suite goes live
- Digital oversight tools strengthen safety and regulatory control
- KPI platforms matter most when the operational model is already defined

## Case Study Summary

The three-physician plastic surgery group needed more than a construction project. The group needed a managed launch model for an office based surgical suite. Solstice Group delivered financial analysis and strategic planning, construction and buildout advisory tied to QuadA standards, accreditation program preparation, compliance implementation, clinical workflow design, an interactive online documentation and management system, equipment capital acquisition support, and KPI platform development. The result was a stronger operating foundation for accreditation readiness, safety, documentation, compliance oversight, physician governance, and future growth.