

PRE-ADMISSION TESTING IN PERSON TO PHONE CONVERSION PROJECT

Team Leader: Rose D. Ziffra MSN RN CPAN CAPA

Amita Health Medical Center, Hinsdale, Illinois

Team Members: Terry Anne Booble MSN RN, Patti Mulligan MSN RN,

Mariella Fortino BSN RN CAPA, Rosemary Baer BSN RN-BC

Background Information: Seventy Percent (70%) of Pre-admission Testing Assessments were done by phone within one to three days before surgery. This process resulted in occasional case cancellations, inability to receive clearances on time and delays in reviewing lab results. It also caused Patient, Physician and Employee dissatisfaction, staff overtime and low OR utilization, thus reducing organizational revenue.

Objectives of Project: To have a standardized process and perform 95%-100% of Pre-admission Testing by phone, seven to ten days prior to surgery. Offering convenience to patients will contribute to our organizational goal of being the patient's first choice for care.

Process of Implementation:

Plan – The team gathered and formulated a realistic goal of doing assessments 7-10 days prior to Surgery. The Director reached out to other hospitals within Chicagoland area and presented different PAT practices to staff. Staff then designed a new process, including role delineation, set expectations (knowledge, skills and attitudes), timeline and implementation date.

Do – Cerner Scheduling Book was created, the new process was implemented, daily huddles were performed identifying successes and barriers, changes made as needed and tools were developed for measuring outcomes.

Check – Standard work was updated and daily metrics recorded. 90 days post project implementation was reviewed.

Act – Celebrated and recognized successes; project was presented to Administration.

Statement of Successful Practice: Pre-admission Testing now has one standard process. Phone appointments are scheduled according to patient convenience, resulting in increased patient and staff satisfaction. Assessments being done more than ten days before surgery allow enough time to get clearances and treat any lab abnormalities. Cancellations were reduced, employee engagement increased from the 50th to 85th percentile, OR on time starts increased from 70% to 90%, 100% chart readiness the day before surgery was achieved and the unit has maintained 98%-100% daily productivity.

Implications for Advancing the Practice of Perianesthesia Nursing: To have a standardized process will help achieve goals. Networking is beneficial in improving one's practice. Setting expectations for each other improves morale and creates a stronger team spirit. Empowering staff to design their process will increase engagement, accountability and promote sustainability of the process.