

# Pre-Admission Services: A Nurse-Led Initiative



Presented by Linda Boateng, MA, BSN, RN, Esther May Flores Dizon, MSN, RN, CNL, CMSRN, and Elma Galang, BSN, RN, PCCN



Picture above (left to right): PAS huddle team – Dea Catihanan, Marah Brenner, Joanne Agleham, Linda Boateng, Floyd Cabanada, Dr. Steve Xanthopoulos, Kyle Berry, Esther May Dizon, Lark Von Tempusky, Tiffany Larsen, and Elma Galang.

## Purpose

Using a multidisciplinary team approach, one nursing team shares how they were able to accomplish their mission to medically optimize all procedure patients, ensure timely and safe care, and enhance recovery for every perioperative patient.

## Background

El Camino's previous Pre-Admission Program reached only about 20% of patients. The calls were from Pre-Operative nursing staff who gathered relevant clinical information for health history and medication reconciliation. An opportunity was identified to better prepare patients prior to their procedures. Hence, Pre-Admission Services (PAS) department was initiated as a pilot to medically optimize patients, reduce same-day cancellations, enhance recovery, and reduce surgical site infections.

## Methods

The pilot program established a standard workflow with dedicated PAS staff to ensure communication with patients prior to their surgical, diagnostic, or procedural experience. Patients scheduled for procedures were also scheduled a PAS visit or call. RNs assess each patient by reviewing their medical history and plan of care and provide education to reinforce pre-procedure preparation and the postoperative plan. Updates and changes in patient condition are documented in the electronic health record. Communication with the patient allows for questions and concerns to be addressed. Concerns or issues escalate through chain of command and daily huddles with the Director of Anesthesia and surgical team members, as appropriate.

Pictured below: PAS nurse contacts an El Camino Health client (not actual patient)



Pictured above: the original Pre-Operative Program nurses. Dea Catihanan and Sandra Karg.

Pictured below: PAS RNs (does not include all staff)



## Outcomes

The PAS pilot showed immediate reduction of same-day cancellation rates from 5.5% cancellation rate to 4.1%, then 3% (as of October 2022). With the success of the pilot, the enterprise expanded PAS to all procedural areas and the Los Gatos campus. The PAS team expanded from two (2) nurses and one coordinator to eight (8) full time nurses, one per diem nurse, and three coordinators. The PAS program maintains its goal of contacting all patients before day of procedure.

## Conclusions

The work performed by PAS RNs over the last 2 years has improved staff's interview and assessment skills to identify potential and actual problems. Medically optimizing patients through the PAS program enhances the positive patient experience and recovery throughout the perioperative course. Furthermore, the program amplifies inter-professional collaboration among PAS staff, anesthesiologists, and surgical team members.

## References

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