Title: **Better Outcomes with Phone ASessment Service (PASS)**

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Preadmission testing (PAT) and preoperative education is important to the patient’s surgical outcome. Cultural and geographical factors unique to West Virginia warrant a more creative way for patient’s to access preadmission testing.

The objectives were to increase patient satisfaction and improve patient outcomes postoperatively. The use of phone assessment increases patient satisfaction by decreasing the inconvenience and expenses of travel while providing an avenue for a thorough preadmission evaluation and education. Positive patient outcomes occur when the patient is well informed and prepared for their surgical experience.

PASS has contributed to the efficiency of PAT by increasing the number of patients who can be evaluated both by phone and in person. The use of PASS has made it possible to accommodate more patients with greater health risks in the preadmission unit.

RN’s and nurse practitioners work collaboratively to evaluate anesthesia risks, perform nursing assessments, necessary interventions and pre and postoperative patient education. This contributes significantly to the efficiency of the surgical process on the day of surgery by minimizing delays and cancellations.

PASS has successfully increased the number of patients who access PAT, thus preparing patients and their families for a safe and successful perianesthesia experience.