

IMPROVING THE ANESTHESIA TELEPHONE INTERVIEW COMPLETION RATE

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In our department, Pre-Anesthesia Screening Services, we identified the need to increase the completion rate of our anesthesia telephone interviews to prevent procedure delays due to an inadequately prepared patient and an incomplete anesthesia assessment. We set out to improve the process for completing anesthesia telephone interviews. During our initial data collection, we identified two main issues that impacted our completion rate: the patients were not consistently scheduled by the physician's office for a call and the patients did not understand the importance of speaking with a pre-anesthesia screening nurse. Our plan was to provide education to the Physician's offices and develop a patient information sheet to be given to the patient at the time the procedure was scheduled. Our goal was to increase the number of completed calls to 95% or greater in three months.

The team developed a "How To" guide on scheduling a pre-anesthesia telephone interview for the physician's procedure schedulers. Also we created a pre-anesthesia patient instruction sheet for the office to give to the patient so that the patient would know to expect the PSS nurse to call to complete the telephone interview. We visited the offices and distributed the handouts and provided education.

Our data revealed that 3 months post initiation of our new process, our completion rate went from 88% to 98%. We continue to track and have had no completion rate less than 95% in any month.