

PASS PHONE INTERVIEW PROJECT

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Background Information: The Pre-Admission for Surgical Services department (PASS) had a reduction in staff followed by a new computer application. These combined two factors dropped the pre-admission patient interviews from 80% to an all-time low of 20%. In identifying how to increase interviews, discrepancies were discovered between PASS and the pre-op areas regarding areas of responsibility and standardization.

Objectives of Project: Meet/exceed previous interview capture by improving processes, building a robust team, and involving staff in every step of process redesign. Build interdepartmental collaboration and consensus between PASS and both downstream pre-op areas. Remain focused on quality and patient safety at all times.

Process of Implementation: Gap analysis determined additional staff was needed. With human resources support, two PASS staff RN's were trained and included in all new candidate interviews and selection. All existing RN's were cross-trained to perform phone interviews for both the inpatient and outpatient areas. Two interdepartmental collaboratives were held. January 2015, teams met to determine areas of responsibility, standardize where possible, develop new communication tools, and reach consensus. June 2015, teams met to completely reformat the verbal pre-op patient instructions. Only value-added items were included; all waste was removed. The PASS team built the new patient instruction script.

Statement of Successful Practice: All PASS RN's were successfully cross-trained for both inpatient and outpatient interviews and rotate comfortably. Staff positions were filled by April 2015. Patient interview time decreased from 45 minutes to 30 minutes as a result of a 75% time reduction in the verbal patient instructions: instructions were reduced from 20 minutes to 5 minutes. Interview capture has increased over 400% and has been sustained for 90+ days. New communication tools provide important patient information from PASS to the pre-op RN. PASS staff are actively engaged in owning their processes and continue to look for waste and improvements.

Implications for Advancing the Practice of Perianesthesia Nursing: The PASS RN's have expanded roles and knowledge for both inpatient and outpatient areas. Team is having discussions regarding expanding the scope of PASS patients. Frontline staff hold the key to many process improvements. PASS and both pre-op areas are looking to combine Unit Based Councils to continue team building and process improvements.