Pre-Admission Services: A Nurse-Led Initiative
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Background Information: El Camino Health had a Pre-Op Assessment Program in previous years. Patients were contacted by pre op-nurses, though only 20% of patients received calls for information gathering related to 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.

Objectives of Project: Our mission is to medically optimize all procedure patients, ensure timely and safe care, enhance recovery, and reduce SSI for every perioperative patient.

Process of Implementation: 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 review patient history and care plan, assess the patient, 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 Director of Anesthesia and surgical team members, as appropriate.

Statement of Successful Practice: The pilot showed immediate reduction of same-day cancellation rate from 5.5% cancellation rate to 4.1%, then 3% (as of October 2022). With the success of the pilot PAS program, the enterprise expanded the program to all procedure areas and the Los Gatos campus. The PAS team expanded from 2 nurses to 8 nurses and 3 coordinators. The program maintains its goal of contacting all patients before day of procedure.

Implications for Advancing the Practice of Perianesthesia Nursing: The work performed by PAS RNs over 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 throughout the perioperative course. Furthermore, the program amplifies interprofessional collaboration among PAS staff, anesthesiologists, and surgical team members.