

Increasing Outcomes with a Hybrid Preoperative Center

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Abstract Background Information: At UPMC Magee, our GI patients are routed through our main OR. These cases turn over quickly and are about 30% of our population. These patients are assessed, prepped and recovered by the perianesthesia staff. Patients often report dissatisfaction due to lack of preprocedural information, communication, prep and fluidity. Patients forget procedures, have poor prep, or cancel last minute leaving underutilized rooms. Communication deficit between the preoperative assessment team, office and schedulers generated an opportunity to streamline our process to increase patient experience and OR utilization.

Objectives of Project: To increase patient experience and OR utilization by hiring 2 hybrid RNs. Half of their time would be caring for the patients preoperatively, and the other half would be spent working remotely assessing patients, confirming appointment times and reiterating prep instructions.

Process of Implementation: A weekly meeting was conducted between leaders of the preop area, GI office, schedulers and hybrid RNs who were hired to review patient experience scores and discuss concerns. The hybrid RNs assessed patients, provided reassurance with prep instructions, established trust with patients, and caught things that would cancel the procedure such as current GLP1 treatments. A communication chat with the office and hybrid RNs was created on Teams to address patient issues in real time.

Statement of Successful Practice: After implementation, less than 3-day cancellations are down 16.3% because the assessment RNs are reaching patients a week ahead of their scheduled time. This provided an opportunity for adding new cases, ultimately, adding 18.5% to our case load in this population. This data compares January-August of 2023 vs 2024. Patient satisfaction has increased based on senior leader rounds in the preoperative area. Staff satisfaction has increased because the patients are well prepared for their procedure and arrive on time.

Implications for Advancing the Practice of Perianesthesia Nursing: A well-run preoperative assessment center is the first step in creating quality and safety for patients. The center can establish trust, give patients confidence in the system, provide information, clear up any questions and catch any issues that may have been missed. By creating a hybrid position to focus on a population needing improvement, we have increased patient satisfaction, OR procedure room utilization, case load and nursing satisfaction.