

Perioperative Nurse Navigator Pilot: Having a Nurse Navigator at a Safety Net Hospital to Reduce Same-day Surgery Cancellations and Improve Patient Outcomes and Experience



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Background

As a safety-net Hospital with an at-risk population and increasing day-of surgery cancellation rates, we wanted to support our patients while also minimizing our unused OR time due to these cancellations

On average we were seeing 130 same-day cancellations per month

We noticed many of those cancellations could be prevented with additional support, which we felt would be best provided by a Registered Nurse

We created referral Criteria that was shared with the clinic to identify patients who may benefit from the Nurse Navigator

Referral for a Nurse Navigator

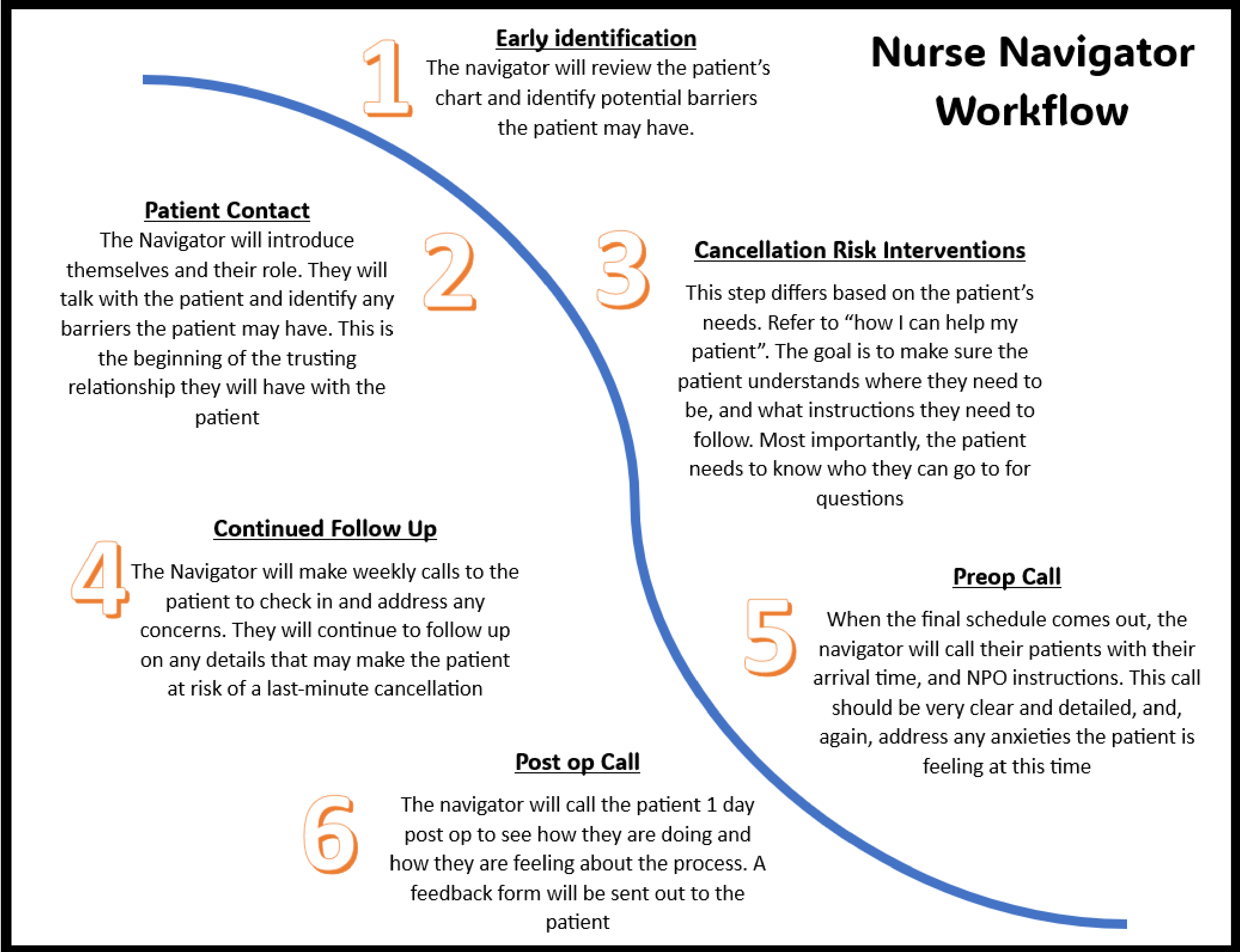
We have created the below criteria as part of our Nurse Navigator Pilot program to assist patients who may be at a higher risk of same day surgery cancellation. The navigator will reach out to your patient and assist them with any identified barriers. If you feel you have a patient who is at a high risk, please complete this referral form, and submit. The hope is to help our patients feel more comfortable with the process and arrive to their scheduled surgery. As this is a pilot, any feedback is appreciated.

Identified Criteria

Please check which criteria makes this patient a high risk for cancellation

- Unhoused (including those who may need respite)
- History of a cancelled procedure
- No DRP
- No Transportation
- Extensive Medical history/ extensive medication list
- Currently working with social work or care management
- Patient expressing increased anxiety/concerns/confusion about the road to surgery
- Pediatric patients with an assigned guardian other than parent
- Any adult patient with a POA making decisions, or an assigned guardian
- Date of surgery is more than 45 days out
- OR Scheduler identified patient to be at risk of no show per predictive analytic tool
- Other-Please specify area of concern
- Non-English Speaking (if this criterion is selected, patient must also meet 1 additional criterion for referral)

Method



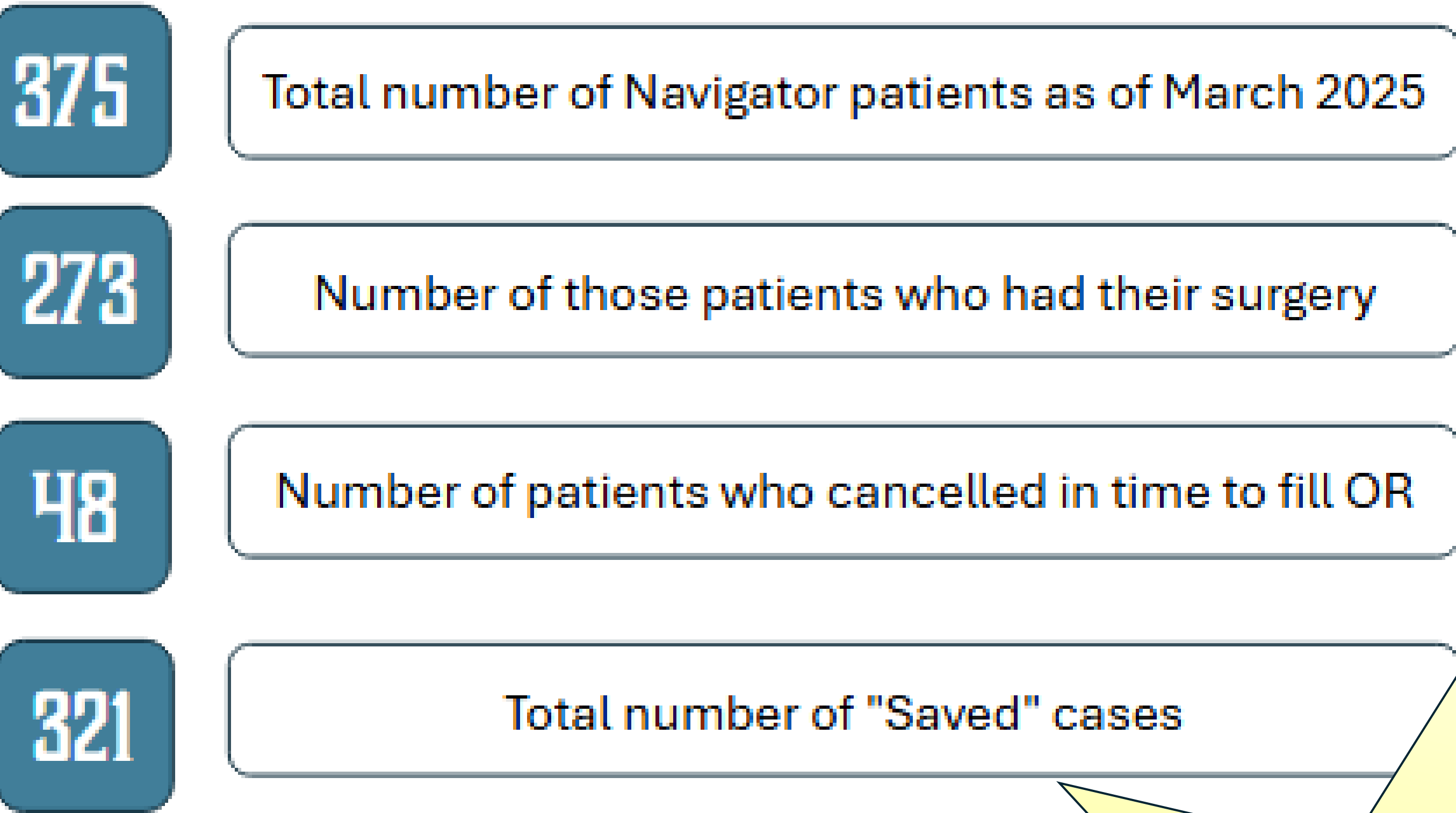
We also used a predictive Analytics tool, built in our Electronic Health Record to look at patients deemed a high risk of cancellation based on previous encounters, to add to the navigators list

The navigator contacts patients, creates a trusting relationship, identifies barriers that may lead to cancellation, and implements interventions to address those barriers.

The navigator continues this relationship all the way through the post-op call

Results

Our Pilot Started June 17th, 2024



We started with the two services with the highest cancellation rates in our Outpatient Surgery Center: Eyes and Dental

86% Success Rate!

Eye

Cancellation rate dropped from 22% to as low as 6%

Dental

Cancellation rate dropped from 30% to as low as 14%

Feedback

Patients appreciated having one main contact who knew them and who they felt comfortable with, instead of calling and getting transferred to the wrong department.

Patients expressed feeling more at ease with the navigator's support throughout the process