



Utilization of Bi-Directional Messaging Platform to Improve Pre-Operative Communication

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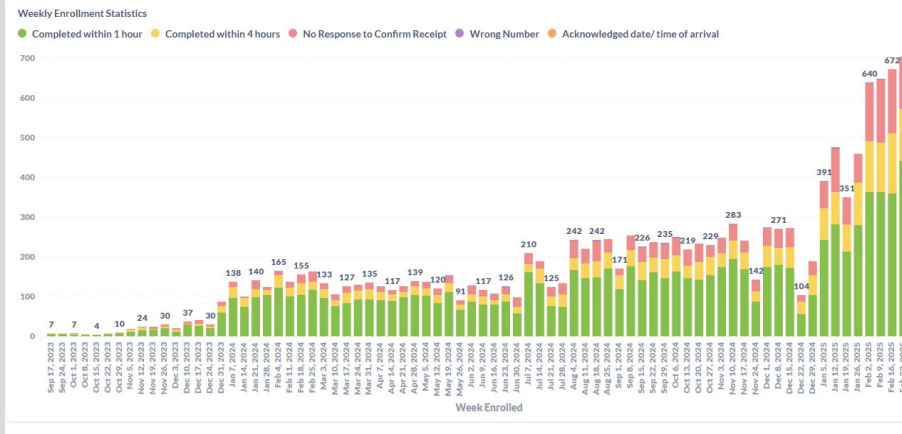
Pennsylvania Hospital – Penn Medicine



Background & Introduction

- Historically, the individual surgical offices would communicate to patients prior to the day of surgery to relay day of surgery information, but there was not a consistent process on how the arrival times were given or documented.
- The Perioperative Leadership team at Pennsylvania Hospital seized the opportunity to standardize this process and took on giving arrival times to patients in Spring 2020.
- This proved to be very labor intensive for the medical secretaries and would take them away from their other duties. The leadership team then sought to find an automated solution to relay arrival times and were connected to the Way to Health organization in Penn Medicine.
- Together, the teams created a more automated solution to relay arrival times and day of surgery expectations to patients.

Enrollment Statistics

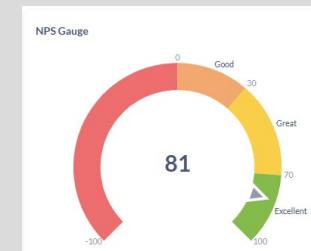
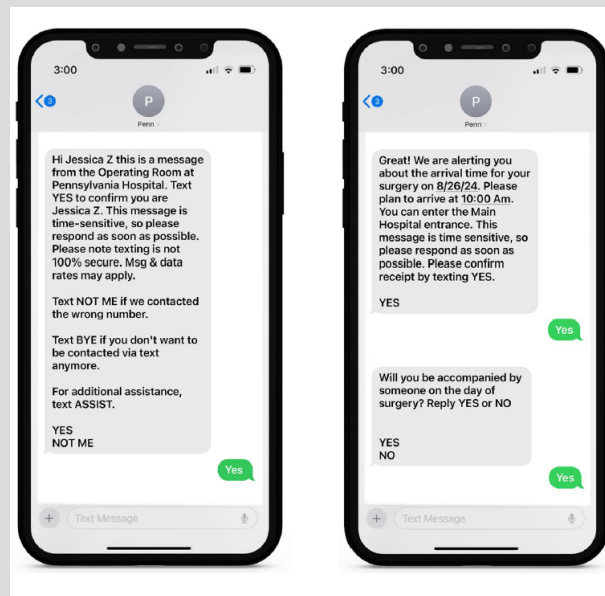


Objectives

- To reduce the manual labor associated with pre-operative phone calls and create an automated solution to communicate to patients about day of surgery expectations.

Process of Implementation

- The Perioperative leadership team partnered with Way To Health to create an algorithm to communicate day of surgery expectations to patients and arrival times prior to the day of surgery.
- The Way to Health team then created the automated messaging platform and embedded it into the electronic health record (EHR).
- The new communication tool was rolled out in a phased approach across the different surgical service lines starting in September 2023 and was fully implemented by August 2024.



Statement of Successful Practice

- Since inception, over 14,600 patients have been enrolled in the program.
- The program has an extremely high Net Promoter Score (NPS) average of 81.
- This was also a great patient satisfier as patients can recall the information on their mobile devices versus having to remember the information from the phone call.
- Both patients and employees reported positive satisfaction scores after utilizing the program.

Implications for Advancing the Practice of Perianesthesia Nursing

- This program has the potential to be expanded to all perioperative and procedural areas.
- The information can be tailored per site and has drastically reduced the manual labor of the previous phone call pathway.
- This allows the employees to take on expanded roles within the department and improve overall efficiency and morale across the division.