

RINGING IN SUCCESS: PREOPERATIVE NURSE CALLS A MULTI-DISCIPLINARY APPROACH TO REDUCE SAME-DAY SURGERY CANCELLATION

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BACKGROUND

- In the perioperative setting, coordinating a day of surgeries involves numerous teams and individuals.
- Patients and families often arrive on the day of surgery without adequate preparation, leading to operating room delays or cancellations due to avoidable issues.
- The same-day cancellation rate ranged from 6% to 15%, affecting the volume, efficiency, and patient satisfaction across all pediatric surgical specialties.

OBJECTIVES

- Decrease same-day surgery cancellations and improve access to care
- Increase compliance to pre-operative instructions
- Increase Patient-Family Satisfaction
- Increase multidisciplinary teamwork

Family Experience:

"Katie called a week before the scheduled procedure and explained what to expect and where to go. I felt much more prepared after speaking to her. She was very sweet and answered all of my questions without ever making me feel like I was annoying her."

IMPLEMENTATION

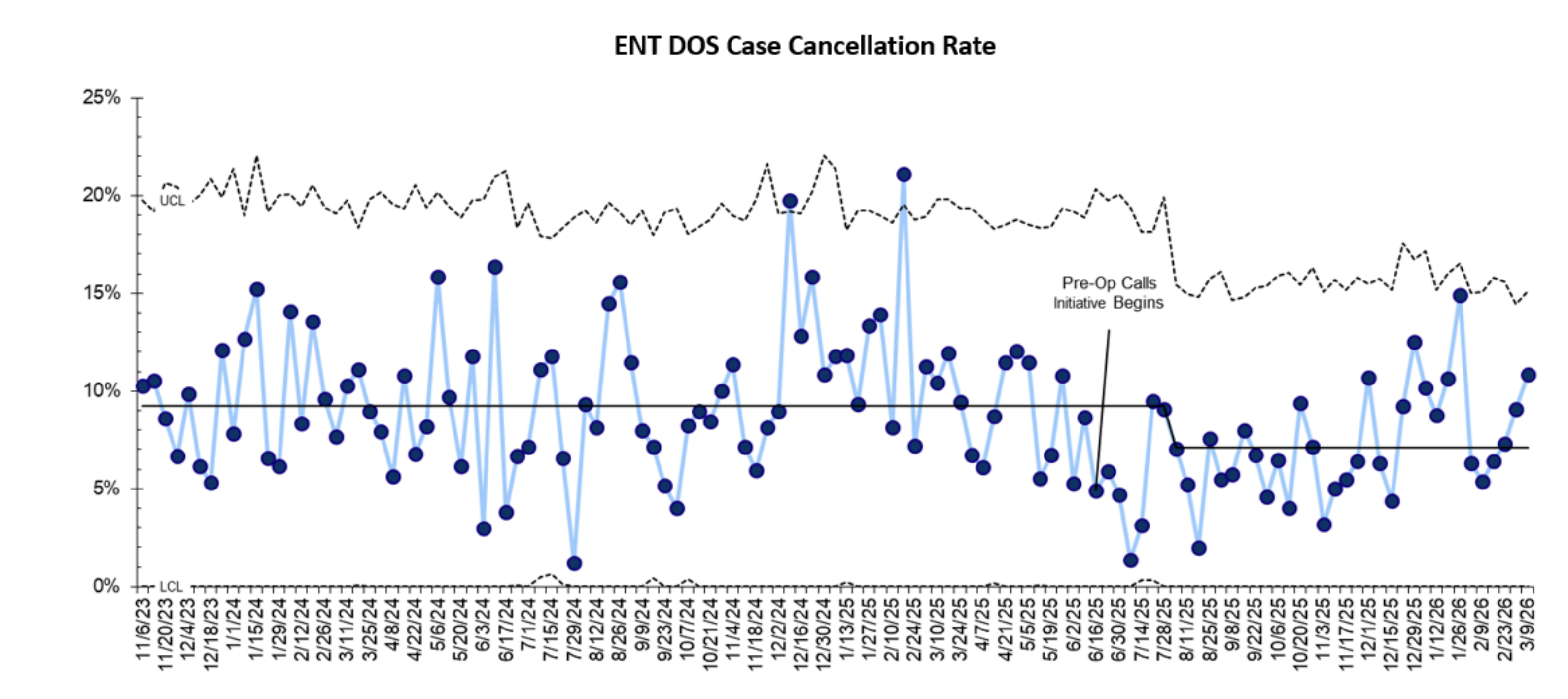
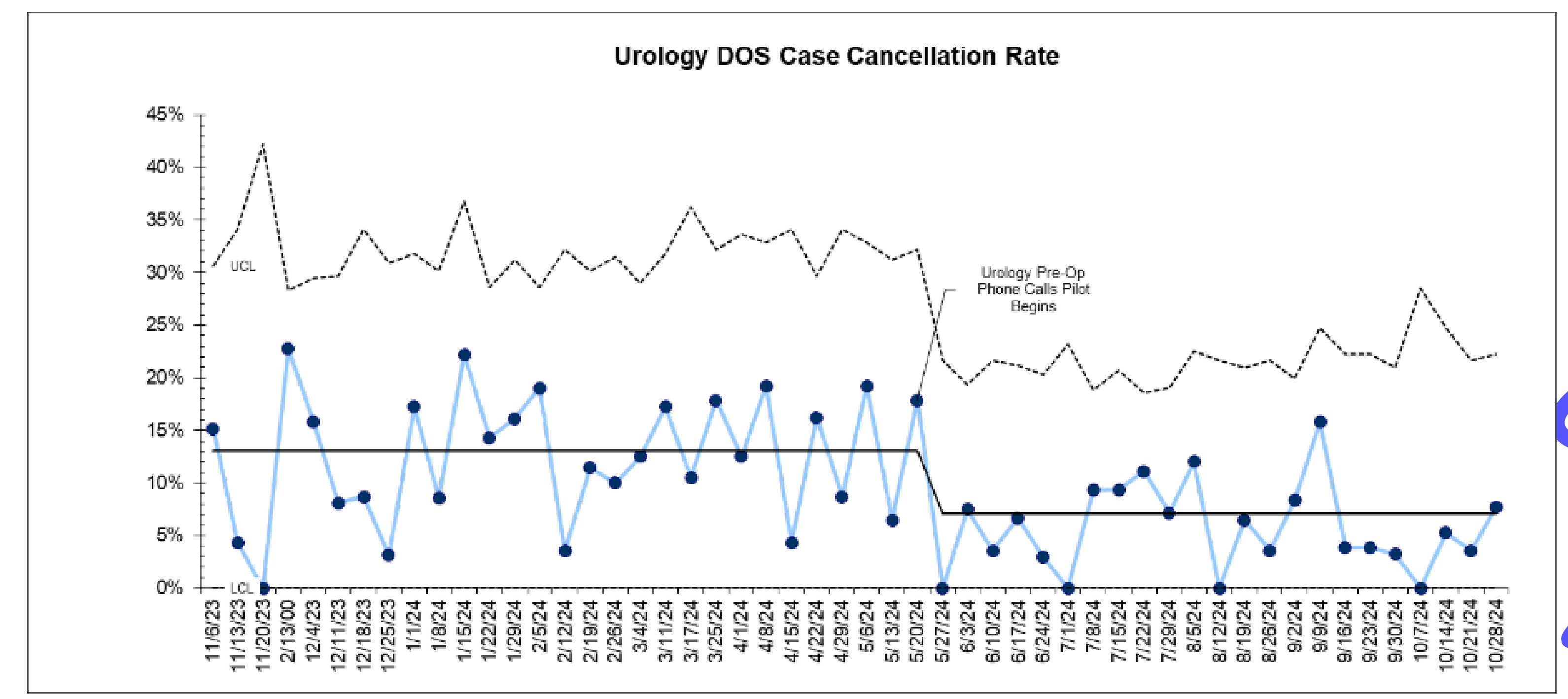
Multi-disciplinary team formed:

- Holding Room/PACU Nursing
- Preoperative Assessment and Teaching for Children's Hospital (PATCH) Nurse Practitioners
- Surgery Scheduler Optimizer
- Surgery Scheduling Team
- Perioperative Leadership
- OpTime Informaticists

Nurse reached out to families 7 days in advance of procedure to review and confirm the following:

- Verify scheduled procedures
- NPO/Arrival instructions
- Provide medication guidance
- Screen for illness
- Day of surgery expectations and visitor guidelines
- Screen for custody or social work issues

ANALYSIS



In response to the success of the Urology and Plastics services, pre-op nurse calls expanded to the Otolaryngology Service

RESULTS

Since implementing the Urology and Plastic Surgery pilot:

- 7% reduction in same-day cancellations for Urology
- 2.63% increase in Patient Satisfaction Scores
- 92.9% stable Top Box Score
- Improved multi-disciplinary teamwork
- Future expansion to more services

CONCLUSION

- Contacting families via phone calls has improved compliance with preoperative instructions and improved overall patient-family satisfaction.
- This initiative has enhanced communication for patients and families with barriers to access to care.
- This initiative has enabled surgical teams to optimize operating room time and decrease the backlog of patients.
- The nursing team has expanded its knowledge using technology and collaboration with new departments.
- Implementing a multidisciplinary team approach enhanced efficiency, patient satisfaction, and influenced a positive team dynamic in the perioperative setting.

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