“Over 10,000 Served” – Covid Drive Thru
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Wellstar Kennestone Hospital, Marietta, Georgia

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Objective of Project:
- To find a way to get surgeries (in particular), but also healthcare back into operational status again.
- To find a way to create a safe environment for not only the patients but the staff. Ease the fear that is associated with spreading/catching Covid-19.

Background Information:
The Atlanta area, like the rest of the world, was paralyzed with fear and the unknown of Covid-19. Nothing like the Covid-19 pandemic had ever been seen or experienced in this lifetime. Schools, restaurants, businesses, etc., life as we know it closed with fear of catching or spreading Covid-19. Healthcare, including surgeries, were not immune and were frozen. This put not only the health of patients in jeopardy (as delay in care occurred and/or complications) put the healthcare system in financial limbo.

Process of Implementation:
In May 2020, with little than two weeks notice, we created a workflow process for a “Drive Thru” Covid-19 test site for elective surgical patients. All patients having elective surgery would be required to undergo Covid-19 nasal swab testing to determine if they were Covid-19 negative/positive, prior to their surgeries. All positive patients’ cases were postponed-stopping Covid-19 from entering the Pre-OP, OR, and PACU areas. As time progressed and the drive thru showed it successes, we have expanded our service to over fifteen different service lines throughout our health system.

Work Flow for Testing

<table>
<thead>
<tr>
<th>Problem/Issue</th>
<th>Action/Solution</th>
<th>Owner</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduling/notification of appointments communicated to patient</td>
<td>Covid testing appointments scheduled the same time as surgery. Patient notified of dates/times concurrently.</td>
<td>Office scheduling/Posting Amanda/Nichole</td>
<td>Complete</td>
</tr>
<tr>
<td>Relaying location of testing to patients with clear understanding</td>
<td>Detailed maps marked with arrows showing location and direction of traffic. Maps distributed to patients. Increased signage placed around testing site.</td>
<td>Amanda/Nichole/Office/PAT</td>
<td>Complete</td>
</tr>
<tr>
<td>Types of covid testing changing due to increase in volume of testing</td>
<td>Confirmed process of using each test and education staff on procedure.</td>
<td>Amanda/Nichole</td>
<td>Currently complete</td>
</tr>
<tr>
<td>Missed information on patients in varying departments due to schedule/brain/variety of sources of information</td>
<td>A group email was created for all leaders of participating service lines to relay information and responses.</td>
<td>Amanda/Nichole/Department Leaders</td>
<td>Complete</td>
</tr>
<tr>
<td>Failed testing such as “leaked in transit” or specimens “not received” by lab or outside testing service</td>
<td>Coordination between drive thru coordinators, Lab leadership and departments relaying information and making arrangements to react patients prior to procedure/surgery.</td>
<td>Amanda/Nichole/Leadership/Department Leaders</td>
<td>Complete</td>
</tr>
<tr>
<td>Continued staffing for Covid-19 drive thru</td>
<td>Coordination between drive thru coordinators, department leaders and charge RNs to help staffing based on department patient census.</td>
<td>Amanda/Nichole/Department Leaders/Charge RNs</td>
<td>Complete</td>
</tr>
<tr>
<td>Weather variations for staff due to testing being completed outside</td>
<td>During the heat of summer, staff alternated responsibilities so they could rotate out of testing so they could take off PPE to cool down. During winter, leadership had several heaters installed inside and outside.</td>
<td>Amanda/Nichole/Leadership/Drive thru staff</td>
<td>Complete</td>
</tr>
</tbody>
</table>

Day prior to Covid Testing:
- Covid RN Coordinator reviews case load and enters orders.

Day of Covid Testing:
- Patient arrives and is tested. Pt agrees (in writing) to quarantine until procedure.
- Take 24-28 hours to result. Each department responsible for their own patients.

Statement of Successful Practice:
The Covid Drive Thru was almost an overnight success. Prior to its implementation, our surgeries at Kennestone were down over 30% during April 2020 (compared to April 2019). After six weeks of introducing the drive thru, the number of surgeries was back to our normal volume (per 2019). Because of the success of surgeries being back in full operation, over thirteen other service lines (plus employees) began to come to the drive thru as well. As of October 2020, we have tested over 10,000 patients/employees in the Covid-19 drive thru.

Implications for Advancing the Practice of Peri-anesthesia Nursing:
Peri-anesthesia nurses were the core team to identify, create and execute the Covid-19 drive thru. It was the nursing staff the hospital leadership, staff and providers looked to for help to reopen surgeries (and be there for our patients needs). This experience has created more autonomy as well as respect from other disciplines within our hospital. We are the frontline warriors!

Service Lines Tested:
- Kemenstone Main OR – Kemenstone
- Outpatient Surgery Center – Kemenstone

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