

Background

- ☎ Achieving a post-op call completion rate goal of 90% has been challenging despite previous interventions, which included RNs conducting these daily calls
- ☎ A trained non-clinical personnel, the Patient Navigator (PN), the liaison between patients, their families, and RNs, has been introduced as a supplemental strategy to assist RNs in completing these calls. This approach has proven effective in other institutions.
- ☎ Currently, each RN is expected to complete five post-op calls per shift. The PN is designated to manage calls for two hours each weekday. An RN is available to address any escalated concerns of patients
- ☎ The PDSA quality improvement framework was used in this project

Methods

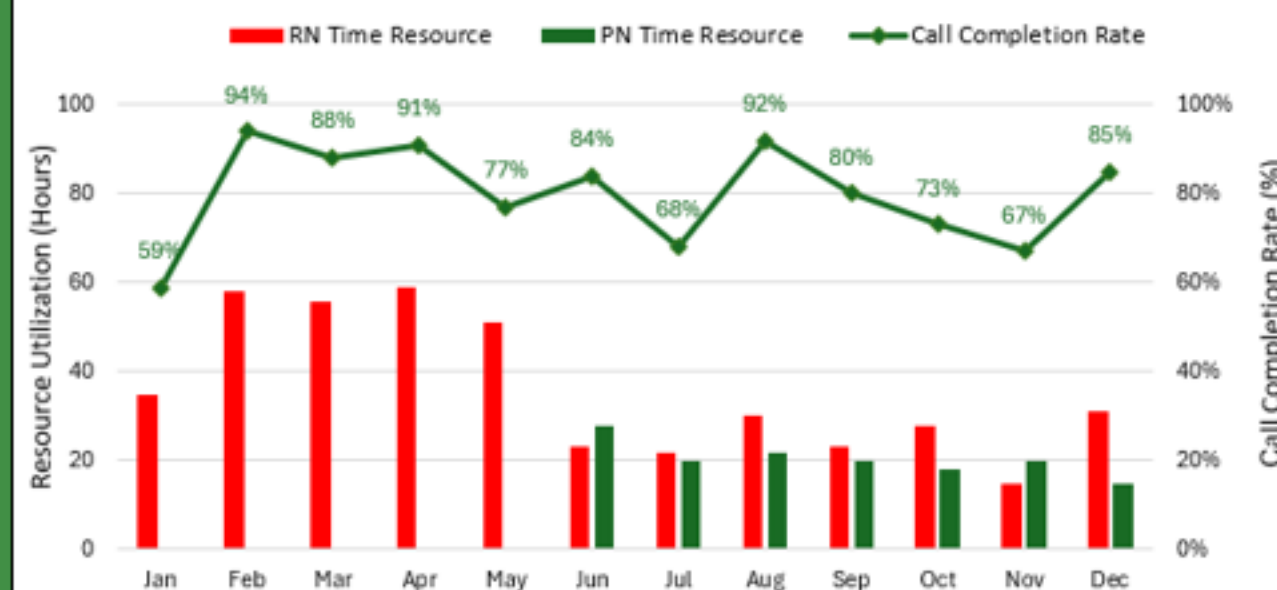


Results

Call completion rate overview

- **Pre-intervention (January 2024):** 59%
- **Post-Intervention (Feb-May):** 94%, 88%, 91% and 77%, respectively
- **PN introduced (June 2024):**
June-December Rates:
84%, 68%, 92%, 80%, 73%, 67% and 85%, respectively.
Average Completion Rate: 80%
RN intervention needed: 1-2%
- **Completion by Role (Jun-Dec):**
RN: 43%, 50%, 53%, 51%, 56%, 42%, 61%, respectively.
PN: 57%, 50%, 47%, 49%, 44%, 58%, 39%, respectively.
- RN utilization reduced > 50%, from 52 pre- to 25 hours post-intervention

2024 Outpatient Post-op Call Completion Rate & RN vs. PN resource utilization



Key Findings

- ☎ PNs have demonstrated competence in conducting scripted calls
- ☎ Only 1 to 2 % of post-op calls require RN intervention
- ☎ >50% reduction in RN time utilization
- ☎ Significant demand for unit resources is required to complete discharge calls in a timely manner

Discussion

- ☎ The introduction of the non-clinical staff (Patient Navigator) has been an effective intervention towards reaching the post op call completion rate goal of 90%.
- ☎ Evidence shows that utilizing trained non-medical personnel to conduct discharge calls acts as a beneficial adjunct to the traditional nurse-driven approach, leading to cost- and time efficiency
- ☎ Achieving the 90% target goal remains an ongoing challenge. The introduction of the unit Business Assistant to conduct calls is being considered for implementation

References

- Luciani-McGillivray, I., Cushing, J., Klug, R., Lee, H., & Cahill, J. E.. (2020). Nurse-led call back program to improve patient follow-up with providers after discharge from emergency department. *Journal of Patient Experience*, 7 (6), 1349-1356. Available at: <https://doi.org/10.1177/2374373520947925>
- Meek, K., Williams, P., and Unterschuetz (2018). Outsourcing an Effective Post-Discharge Call Program. *Nursing Administration Quarterly*, 42(2); 175-179. Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5862005/>