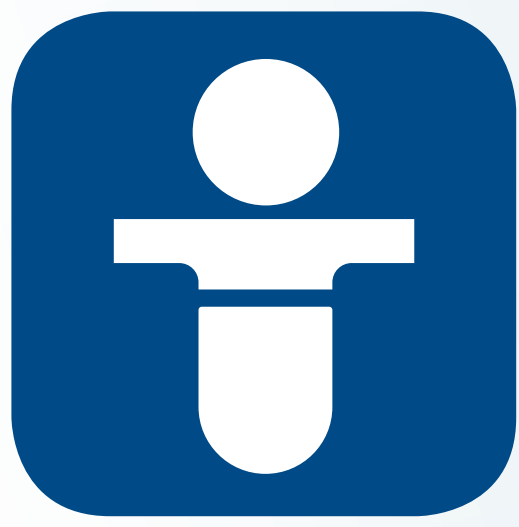


Preparing for a Positive Surgical Experience: The Pediatric Perioperative Surgical Home (PSH)

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Objectives

- ◆ Modernize approach to the perioperative care of surgical patients
- ◆ Decrease delays and cancellations
- ◆ Increase patient satisfaction/experience

History

- ◆ 2014 PSH formed and charged with preparation of Outpatient Surgery Center (OSC) patients
- ◆ 2015 PSH operational for OSC patients
- ◆ 2016 Business plan established for expansion to include main hospital OR patients
- ◆ 2017 PSH operational for expansion of main hospital OR patients

Current State

- ◆ Staff
 - Nurse Manager
 - Clinical Coordinator
 - 2.2 FTE Staff Nurses
 - 1.7 FTE Medical Assistant
 - 1.0 FTE Registrar
 - 1.0 FTE Scheduler
 - 1.9 Child Life Specialist
- ◆ Providers
 - Lead Nurse Practitioner
 - 4.0 FTE APP
 - 2 prn APP
 - Medical Director, Anesthesiologist
- ◆ Statistics
 - Total Seen in 2018= 10441
- ◆ Average Daily Scheduled Patients increased from 41 in 2018 to 45 in 2019
 - Average of 4.5 NPs per day
 - Walk-in patients per day average 3
- ◆ Cycle Times
 - See table to the right with cycle time improvement!
 - Our location change has decreased the average total patient time per visit to 49.2 minutes



Process

- ◆ Child is seen in surgeon's office. Need for surgery is determined
- ◆ Surgeon enters PSH consult
- ◆ Surgery is scheduled
- ◆ Patient is seen in PSH clinic as a 'walk over' or is scheduled for an appointment within 30 days of the procedure
- ◆ PSH appointment includes vital signs, anesthesia video, history and physical with APP, Child Life Specialist assessment, lab work if needed, and discharge summary with RN

Perioperative Surgical Home Cycle Times (minutes)

	2018	Wait Time	In Room Time	Total Time
January		14.3	43.8	58.1
February		13.78	43.38	57.16
March		12.6	43.7	56.2
April		15.7	45.4	61.2
May		13.0	42.0	57.0
June		14.0	43.0	58.0
July		12.0	41.0	53.0
August		11.0	41.0	54.0
September		9.0	45.0	56.0
October		9.0	41.0	61.0
November		9	43	53
December		8	43	52
2019				
January		8.0	43.0	52.0
February		8	42	51
March		8.4	40.5	50.8
April		8.0	41.0	49.0
May		8	40	49
June		8	38	47
July		7	39	47



Outcomes

- ◆ Cancellation Rates
 - Cancellation in Main OR were 4.85% in 2015 and decreased to 4.2% in July 2019.
 - OSC cancellation rates have been consistently under 3.2% since opening in 2015, 3.1 currently.
- ◆ Patient Satisfaction Survey Results (NRC Health results)
 - 90.8% of the time, PSH receives a 9 or 10 (on a 1-10 scale) for care provided after a clinic visit.
 - 90.8 % of respondents would recommend us!
- ◆ Comments from patients/families
 - Each nurse and provider did a great job of explaining why we needed more testing and explained each step of what my child should expect.
 - The process was very professional and everyone was very personal and caring.
 - Everyone was wonderful. It put my mind at ease and the upcoming procedure.
 - I was very impressed with the hospital and staff. We could not have asked for a better care team during the pre op process.
 - We came in very nervous about the outpatient surgery. The staff was very nice and warm and welcoming and they really put us at ease. The entire staff went above and beyond our expectations.
 - This process really put my child at ease. She was very unsure coming in but left at a complete comfort level that was amazing to me. I was more than pleased.
 - We were very pleased with the entire staff. Our daughter was nervous about her upcoming surgery but they put her at ease by answering all of her questions and concerns.
 - It was very convenient to be able to come directly from our doctor's office in the Considine building to pre op testing rather than coming back another day.
 - The Perioperative Surgical Home is a wonderful service. They not only listened to me but also spoke directly to my child making sure his concerns were heard and addressed.
 - I especially liked how we met with the child life specialist to talk over the surgery day and different strategies.

Future State

- ◆ Remain the perioperative collaboration partner of choice
- ◆ Expand care coordination role
- ◆ Participate in population health initiatives by developing surgical based pathways
- ◆ Lead the culture change from volume to value
- ◆ Develop business plan for remote clinics
- ◆ Enhance visibility and knowledge of PSH and initiatives

References

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