

Improve Identification of Medical Issues and Patient Experience in Pre-Surgical Clinic

1. Background

Early optimization and early detection of any medical issue prior to surgery is critical in pre surgical clinic to ensure safe care for patients. Earlier identification of potential clinical issues that could emerge post op are critical and avoid unplanned ICU admissions.

Goals:

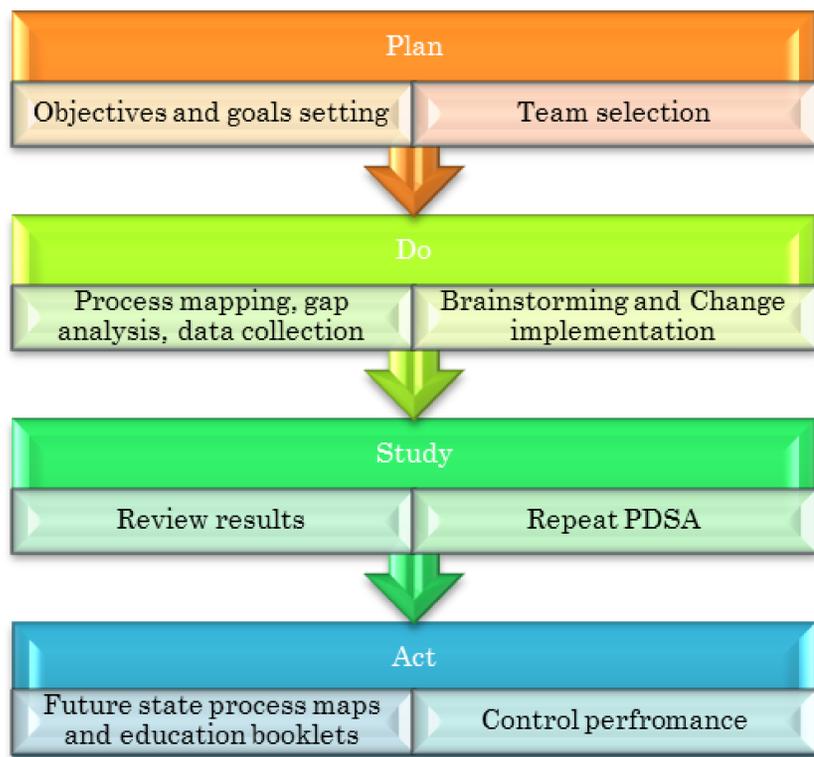
- Increase involvement of internal medicine physician in the safe medical management of surgical patients
- Early identification of medical issues and providing increased internal medicine consults
- Increase collaboration between internal medicine and the anesthesiologist and pre-op clinic nursing by providing clinic time and space for internal medicine in the pre-surgical clinic
- Considering patient experience as one of the important criteria and ensure patient should not spend more time in pre-surgical clinic with increase in interventions

2. Multi-disciplinary Team



3. Methodology

PDSA technique is used through out to improve end result

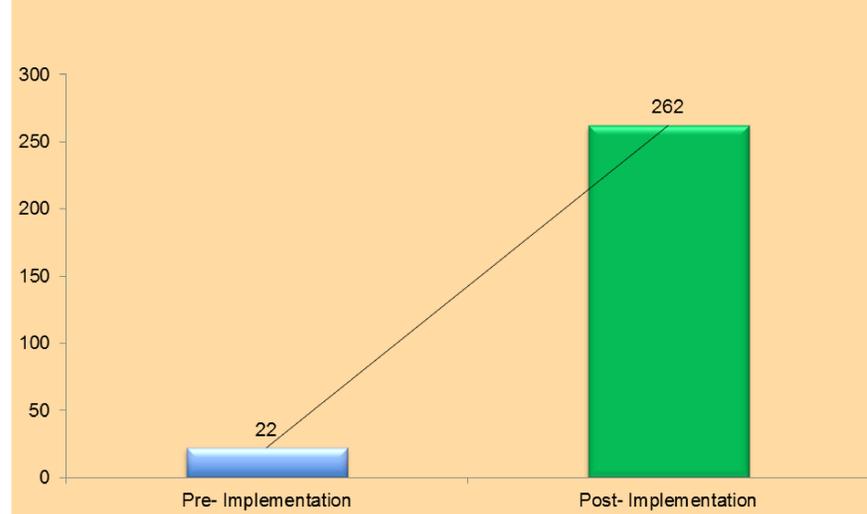


4. Improvement Journey

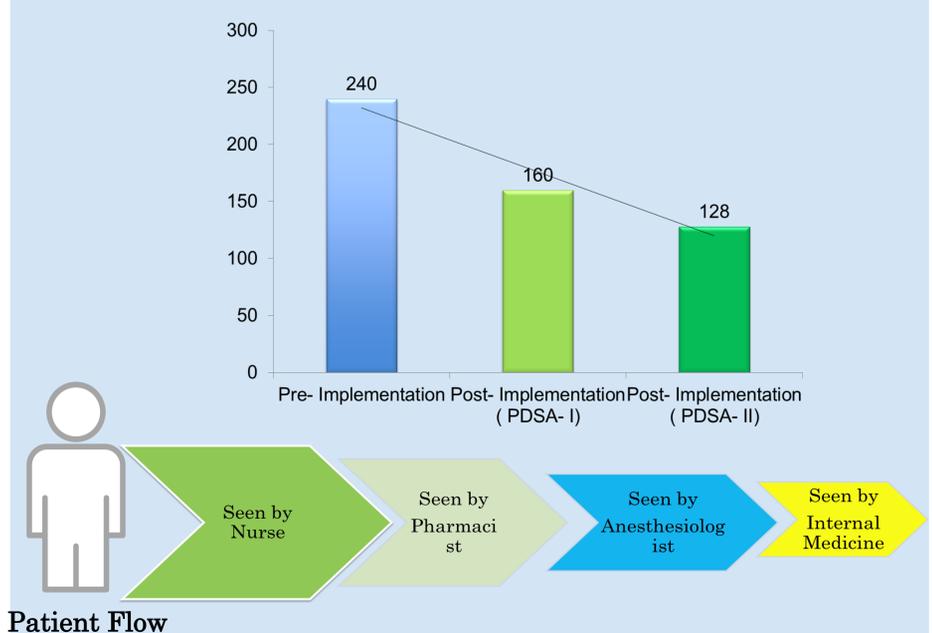
Category	Improvements
Screening Algorithm	-Developed algorithm, implemented at surgeon office and telephone screener office
Medical Directives	-Updated medical directives to improve patient screening for medical issues
Re-organize Clinic Flow	-Increased examination rooms from 4 to 5 and planned requirements to standardize examination rooms as amenities, furniture etc.
	-Developed new patient and healthcare provider flow plan. Patient stay in one room and providers rotate. -Identified new tasks as per new flow plan and assigned responsibility
Patient information booklet	-Developed new surgical information booklet to ensure patient understands the requirements and use booklet as a source of self education
Responsibility & communication	-Effective change management with efficient communication with team and stakeholders
Demand and supply concept	-Used demand and supply concept and increased medicine physician availability as per need
Current and Future state mapping	-Current state mapping used to understand the current process and gaps -Future state implemented for expected results
Sustainability	· Repeat PDSA's · Quarterly monitoring the process and outcomes

5. Results

A. Number of patients referred to Pre surgical clinic in a quarter (three months) from surgeon office who need medicine consult also along with surgical clearance



B. Average time patient (minutes) spent in clinic to see all health care providers as Nurse, Pharmacist, Anesthesiologist and Internal medicine physician



6. Overall Achievement

Safe Care + Efficient Process



Lessons Learned:

- Team work is the key
- Physicians and Anesthesiologists like logics and data
- Everyone wants to work for patient safety and patient satisfaction, giving right methodology and direction is important

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