

## On-Line Pre-Operative Screening: A Win-Win for Patients, Staff, and Administrators

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## Learning Objectives

- Describe an on-line registration system.
- Describe the benefits of an on-line registration system for all stakeholders.
- Describe the value of an on line registration system for an Administrator.
- Identify what to look for when selecting an on line registration system.
- Describe implementation strategies.

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## What Is It?

### Customized, on-line registration and pre-op screening system

- Good, Better, Best:
  - Interactive online questionnaire that's HIPAA compliant
  - Demographic, insurance, and medical information – customized questions specific to population and specialties
  - Patient's electronic sign-off of required documentation
  - Patient data is immediately accessible by facility staff
  - Electronic data populates multiple forms
  - Can be integrated with other systems
  - Customer Service
  - Platform for related services

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## Why do you need it?

- Many facilities spend lots of time
  - Calling patients
  - Pulling files
  - Conducting pre-op phone interviews
  - Getting patient sign off on required documentation
- Feeds two key components to unprofitability
  - High labor costs
  - Workflow inefficiencies



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## A Better Way...

Using an online pre-op screening form:

- Reduces OR cancellations
- Significant reduction in RN phone time
- Redirect RNs back into medical care
- Reduces paperwork/ Eliminates paper
- Improves workflow efficiencies
- Results in thousands of dollars in cost savings per month!



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## Patient Benefits

- Convenient
- Private, secure, HIPAA compliant
- Web accessible through any browser
- Register anywhere, anytime
- Easy to use, no rush
- Patient education and customized pre-op instructions and information
- Returning patients enter medical history only once



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## Medical Team Benefits



- Thorough, timely patient information
- Patient data populates multiple required forms
- Customized forms and reports for the clinical team
- RNs and MDs have immediate data review and editing capabilities through secure access
- Improved patient education and communication
- Customized pre-op instructions
  - Time-stamped sign off
  - Emailed automatically
- Easy retrieval of archived data for returning patients
- RNs are off the phone and at the bedside

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## Facility Benefits



- Customized online pre-op screening form that can be updated and changed as needed
- Improved compliance with regulatory requirements
- Improved documentation for Medicare or accreditation surveys
- Customized Reporting
- Integrates with other systems for work flow efficiencies
- Value-added Services – surveys, reminder calls, insurance verification
- Competitive Advantage - on-line system is progressive!

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## Facility Benefits (cont)



- Saving time and money!
  - CMS - average cost to an ASC for cancelled procedure \$1500-\$4500
    - **2-3 OR cancellations/mo - \$3,000 SAVED**
  - 50% pt usage for 400 cases/mo
    - 20 min/call , 200 calls
    - **67 hrs RN time/mo at \$35 = \$2,345 SAVED**

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## Administrator's Experience: Labor Costs

- Cost Savings – Labor
  - Nursing Pre-Op phone call 40 minutes to 2-3 minutes
    - Don't use expensive RN labor
  - Flexible Staff Utilization
    - Did not replace a .8 FTE who resigned
    - Remote workers less expensive and "off hours"
  - Productivity Improvements
    - Increased volumes without staff increase
  - Registration check in 15 minutes to 2-3 minutes

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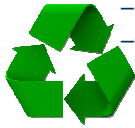
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## Administrator's Experience: Supply Costs

- Cost Savings – Supplies
  - Reduced the volume of forms at the time of check in from 5 to 1
  - Serves as start of paper or digital record
  - Reduction in mailing production and costs
  - Green Initiative



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## Administrator's Experience: Quality

- Regulatory Compliance
  - 100% compliance with Medicare disclosure requirements & secondary payer questions.
  - Consistent information related to Advance Directives
  - Consistent required State of WI information on "race & ethnicity"
- Quality of Documentation
  - Patient entry of medication starts Medication Reconciliation record.
  - Patient reported information and documented by the patient.
- Accurate , legible standardized records



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## Administrator's Experience: Service/Satisfaction

### Nursing Staff

- Flexible staff utilization – any staff member can do it
- Keep your commitment to never spend time on the phone again for a long pre-operative phone call – NO MATTER WHAT IT TAKES
- More patient time!

### Reception Staff

- Only one sheet for patient to sign
- Reduces backlog at check in

### Customer Satisfaction

- no backlog in the waiting room
- Patients can arrive 15 minutes later



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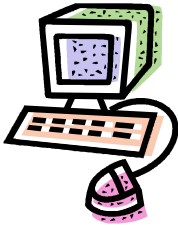
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## What to Look For: Customization and Flexibility



- Can you make changes?
  - how often,
  - how many,
  - how long does it take
  - cost
- Can changes be client specific?

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## What to Look For: Easy and Secure

- Easy to access
- HIPAA compliant and secure
- Does the system time out on screens?
- Volume of questions - more is not necessarily better
- Length of time to complete
- Listen to your staff and patients
- Can you make questions required? Customized?

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### What to Look For: Cost

- Consistent monthly cost vs monthly pricing dependent upon volume of users
- Annual vs periodic increases
- Ongoing maintenance fee
- Ongoing commitment




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### Implementation Strategy: Education

If everyone is educated, there should be little resistance

Educate the MD Offices

- Initially (kick off meeting)
- Regular basis

Educate the Staff

- Initially (kick off meeting)
- Regular basis



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### Implementation Strategy: All or Nothing – Own it!



- GO LIVE Day
- Figure out a way to make that happen:
  - Office Staff make reminder calls or use integrated reminder call system.
  - May need a dedicated computer in lobby
  - Script staff to provide patient suggestions for completion
    - use family members, come to our office, do over the phone, no excuses

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## Any Questions?

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