SUCCESS STORY

Optimizing and Benchmarking Pre-Admission Testing (PAT)

California hospital streamlines and automates PAT processes, while gathering actionable data and insights with Provation® SurgicalValet™.

There was a time when the Pre-Admission Testing (PAT) Department at one of California's *Top Hospitals for Patient Experience*[1] was relying on archaic PAT workflows and processes for coordinating patient charts and anesthesia approvals prior to cases. For a while, PAT was even overlooked as a way to generate revenue for the hospital, when in reality, it is critical to improving the hospital's bottom line, clinician satisfaction, and the quality of patient care.

"We were physically delivering paper charts to the OR, which is in a different building on the other side of campus. It was a really cumbersome process, especially considering we are a surgical hospital—we do surgeries all day, every day," said the hospital's PAT Manager.

Hospital and department leaders knew something had to be done to digitize and streamline their workflows, and luckily their contracted anesthesiologists recommended cloud-based Provation® SurgicalValet™ Preoperative Care Coordination. After significant vetting, they adopted and implemented several of Provation SurgicalValet's software modules, including:

- ✓ Patient Readiness Tracking
- ✓ Clinical Decision Support (CDS)
- ✓ Outbound Results (OTR)

- ✓ Anesthesia Post-Evaluation Documentation
- ✓ Inbound Fax Queue
- ✓ Documentation Management

1 February 2022, *Becker's Hospital Review*

Making big strides

In 2022, this California hospital earned a 5-star rating from CMS's Hospital Consumer Assessment of Healthcare Providers and Systems, delivering affordable, advanced care in a setting that was designed to promote comfort, relaxation, and healing. And with SurgicalValet, the PAT department is completely paperless.

"Our PAT department is now the only completely paperless department in the entire hospital, thanks to SurgicalValet. There are some departments that still rely heavily on paper. For us it was a huge change to go paperless in PAT and it has made us much more efficient," said the PAT Manager.

"SurgicalValet has made our lives in PAT so much better. We're not chasing charts. We're not hand-delivering them. Now we're able to review a digital chart quickly and get an answer."

Going paperless was particularly helpful during the beginning of the COVID pandemic. With so much uncertainty, it was beneficial for hospital teams to communicate and collaborate virtually through SurgicalValet's Patient Readiness Tracking tool.

Treating every patient as a person

At this California hospital, they perform surgeries all day, every day. And yet, their staff is dedicated to recognizing that every patient is unique and that surgery is not a common occurrence for most people —it's even in their mission statement. They work hard to meet the individual needs of each patient and SurgicalValet helps them accomplish this.

SurgicalValet's clinical decision support (CDS) engine integrates with the hospital's existing EHR to automatically analyze the data collected through online patient intake and health and physical forms to offer recommendations for individualized, patient-specific preoperative tests, consults, patient instructions, and content. This intelligent feature makes it easy for healthcare professionals to level patients as high to low risk, which can result in improved patient outcomes, shorter lengths of stay, and eliminating unnecessary preoperative testing.

"We've had some staff shortages recently and SurgicalValet has helped us continue to provide personalized care to our patients, while prioritizing those who are at higher risk."

SurgicalValet generated individualized preoperative recommendations for 93% of the hospital's total case volume (20,000 cases per year), resulting in:

- ✓ **120,000+ patient instructions**
- ✓ **16,000+ preoperative tests**
- ✓ **4,000+ consults**

The PAT Manager also revealed SurgicalValet has significantly decreased the frequency of errors or missing information in PAT patient instructions.

"Before SurgicalValet, things were often inconsistent. Automated personalized instructions is a huge help, especially when training new or traveling nurses. SurgicalValet automatically pulls together the instructions and presents it to the care team. They only need to check that the automated instructions are clinically appropriate, which they almost always are."

Benefits far beyond patients and PAT

Because the hospital is dedicated to offering advanced surgical equipment and technology to its clinical staff, it was important that the value of SurgicalValet go beyond just the PAT department and patients. Luckily, SurgicalValet also offers significant value to anesthesia providers tasked with reviewing patient charts.

"Anesthesiologists want to work cases. They don't necessarily make money reviewing charts," explained the PAT Manager. "With SurgicalValet, they can review charts so easily during their cases, in the OR, on a tablet. They can get the patient [anesthetized] for the physician, and then review a chart here and there as they are working."

With paper charts, it is often hard to determine if a chart is only partially complete and they do not want to waste their time chasing a chart only to find out that it is not ready for their review or it is incomplete. With SurgicalValet, anesthesiologists feel more confident that everything will be complete and ready for their review.

Healthcare leaders also love SurgicalValet because it offers benchmarking data that is otherwise very difficult to gather. Even better, every customer is assigned a dedicated Customer Success Advisor (CSA) who reviews your performance metrics and offers critical business insights on a quarterly basis. Does your EHR do that?

"In the past, the PAT department struggled to get any analytics on productivity, which is one of the reasons I love SurgicalValet and our quarterly calls with the Provation team. I would definitely recommend SurgicalValet to my fellow healthcare providers."

You too can be a SurgicalValet Success Story.
Learn more at provationmedical.com/surgicalvalet