

Monash Medical Centre

Pre-admission Patient Pathways: A response to COVID-19 and Beyond

VPNG State Conference 2021

How Monash Health switched on smart patient pathways during COVID-19 to reduce administrative burden on nursing staff by 88% in under 2 weeks.

In August 2020 as COVID-19 restrictions were lifted, Monash Health needed to rapidly start screening all patients for COVID-19 risks and coordinate testing prior to admission.

To manage this manually, Monash Health would have needed to recruit an additional 6 nurses - overnight.

To avoid further delays to already disrupted surgical lists; a digital solution was sought to support the pre-admission team. The solution needed to automatically identify patients for COVID-19 risks, provide a pass if they required a swab, coordinate testing and subsequent admission. The solution needed to be operational within 2-3 weeks.

"In the middle of the COVID-19 pandemic, we had to create a complex process to screen and test all planned patients before admission."

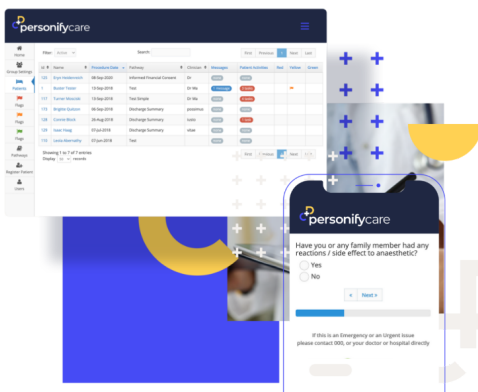
"With the help of Personify Care, we quickly implemented and started using a digital version of our process in 2 weeks."

ELEANOR MILTON

NURSE MANAGER PRE-ADMISSION SERVICE



Within 2 weeks, Monash Health introduced a digital pathway for all elective patients across 5 sites. This halved the administrative burden of COVID-19 protocols by quickly screening and identifying at-risk patients without manually collecting and screening patient information, or following-up with manual instructions.



Without IT resources, clinicians could adjust pathways to stay in sync with changing guidelines.

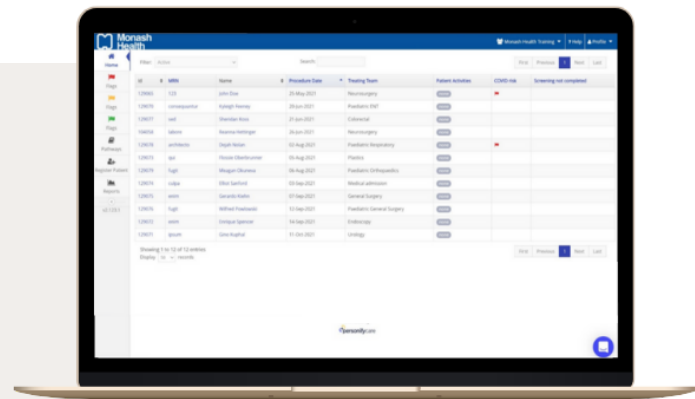
Using Personify Care's patient pathways, Monash Health achieved a 99% patient response rate to their COVID screening assessments for patients who registered via the platform.

Since August 2020, the preadmission team has supported 20,657+ patients. Enabling 304,837+ patient responses to be screened automatically - freeing up nursing capacity.

Monash Health are now further automating their workflows by integrating the patient pathways into their patient management system (iPM) - patients will be assigned a pathway based on their patient record. The Perioperative team is exploring how to collect and screen Health History information to better target a patients' level of care based on their risk profile.

Results

- ✓ 20,000+ patients registered
- ✓ 80% response rate
- ✓ 300,000+ responses screened



88% of patients no longer require manual screening by phone, freeing up nursing time for high value care

20,657

Total Patient Registrations

80%

Response Rate

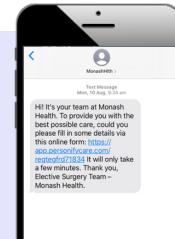


Digital Pathways - reduce burden on nursing staff by 88% within 2 weeks

Automation of Screen and Swab Process

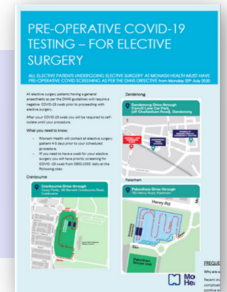
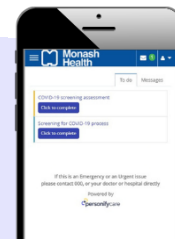
STEP 1

Patient registration invitation sent.



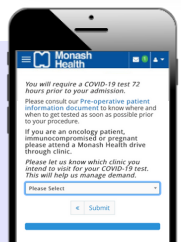
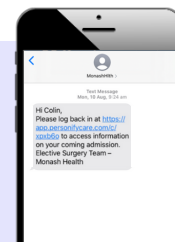
STEP 2

Patient provided with procedure & screening process information.



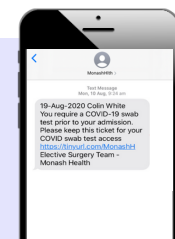
STEP 3

COVID Screening Assessment sent to patient 5 days prior to admission.



STEP 4

Successful completion of COVID screen 4 days prior to admission. Text reminder for swab at 72 hours.



STEP 5

Surgery confirmation text sent if swab negative & document created for medical record - 24 hours prior to admission.

