

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

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Background

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.

Objectives

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.

Results

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 11,500+ patients. Enabling 171,250+ patient responses to be screened automatically - freeing up nursing capacity.

Forging Ahead

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.