

# CASE STUDY

## Automation of Pre-op Process Provides Surgery Center with Competitive Advantage, Reduces Costs CARES Surgicenter ♦ Marjorie Romano, Administrator

### Product Solution

SourcePlus Passport is a unique, online solution that allows patients to submit their complete medical information to a facility prior to their procedure. This turns lengthy nursing pre-op phone calls into one short phone call to simply verify a patient's information. The result: better patient satisfaction, greater staff productivity, and documentation that is legible, uniform and complete.

Passport is easy for patients to use – taking the complex task of submitting a complete medical history and breaking it down into a series of small steps (such as allergies and medications) for a patient to complete.

### Product Benefits

- Substantial cost and time savings
- Better communication with patients and surgical offices
- Fewer delays and cancellations
- Less wasted time between cases
- Reduces FTE time associated with meeting CMS requirements
- Improved documentation that is legible, accurate, uniform, and formatted for the unique needs of registration staff, nurses, anesthesiologists, surgeons and physicians
- Greater patient convenience and satisfaction

### Surgical Facility Background

CARES Surgicenter, a joint venture with Saint Peter's university Hospital, is a multi-specialty ASC providing outpatient surgical service for cosmetic surgery, ENT, general surgery, gynecology, orthopedics, ophthalmology, podiatry, urology and GI. The facility's 150 doctors treat more than 10,000 patients a year with an approximate case load of 9,600-9,800 surgeries a year.

### Recognizing an Opportunity

Like most ASCs, the pre-op process at CARES was inadequate, as they relied on the antiquated, yet common, practice of phoning patients in advance of their surgical procedure to perform a pre-operative screening. In addition to being inconvenient for patients and labor-intensive for staff, the pre-op process was costly and time-consuming.

### Selecting a Better Solution

In a highly competitive market, CARES needed a way to separate itself from the competition with a more efficient, patient-friendly pre-op process. Following a discussion with their partner, SourceMedical, they implemented the SourcePlus Passport, a perioperative workflow solution.

SourcePlus Passport allows patients to complete their own pre-operative medical history online via a web-based portal from the privacy and comfort of their own homes. The portal is intuitive and userfriendly, and the process takes the average patient less than 30 minutes to complete. Prior to implementing SourcePlus Passport, Marjorie Romano, Administrator of CARES, called approximately 100 patients to inquire about their interest in an online pre-op solution. Patient feedback was extremely positive. The idea of having continued access to an online personal health record which patients can easily update themselves, whenever needed, was very appealing.

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## Measuring Results

Because of high patient utilization, CARES was able to reduce the number of pre-op nurses required to make pre-operative calls. Two out of four nurses are no longer removed from patient care to make such calls on a daily basis. Information being entered by patients is also more thorough because they have the necessary documents and prescriptions on hand to reference. As a result, day-of-surgery cancellations due to medical history “surprises” have been eliminated. Furthermore, and most importantly, patient satisfaction is at an all time high.

### About SourceMedical

SourceMedical provides outpatient information solutions and services for ambulatory surgery centers, specialty hospitals and rehabilitation clinics nationwide. With a 30-year track record and more than 4,400 satisfied customers, SourceMedical is the trusted source for innovative applications, in-depth industry expertise and unsurpassed customer service. The company’s unique, end-to-end systems improve operational efficiency and cash flow while enabling healthcare facilities to deliver a higher quality of patient care.

