

What's the Problem?

When the COVID-19 Pandemic arrived in Philadelphia in March 2020, leadership at Thomas Jefferson University Hospital began a process of quickly authoring and updating a multitude of clinical guidelines, PPE (personal protective equipment) usage protocols, and surgical care standards in rapid succession.

The scope and scale of perioperative care at TJUH, which is made up of the Departments of Anesthesiology, Surgery, and Perioperative Nursing, means that a large and diverse number of individuals need timely access to a curated collection of resources that are specifically relevant to emergency airway management, urgent surgical care, testing, and recovery.

Large scale, campus-wide daily "Broadcast" emails are ineffective at communicating relevant information for activities related specifically to perioperative care.

Cause Analysis

Root causes of this problem included:

- A shared sentiment of "information overload" among perioperative clinicians due to the volume and frequency of guideline availability
- Evolving clinical data on COVID-19 with regard to transmissibility, airway management, and surgical care
- Inability to access updated, relevant content in a just-in-time manner from a single database

How Might We: Improve access to frequently changing perioperative COVID guidelines and clinical protocols to be more timely and relevant?

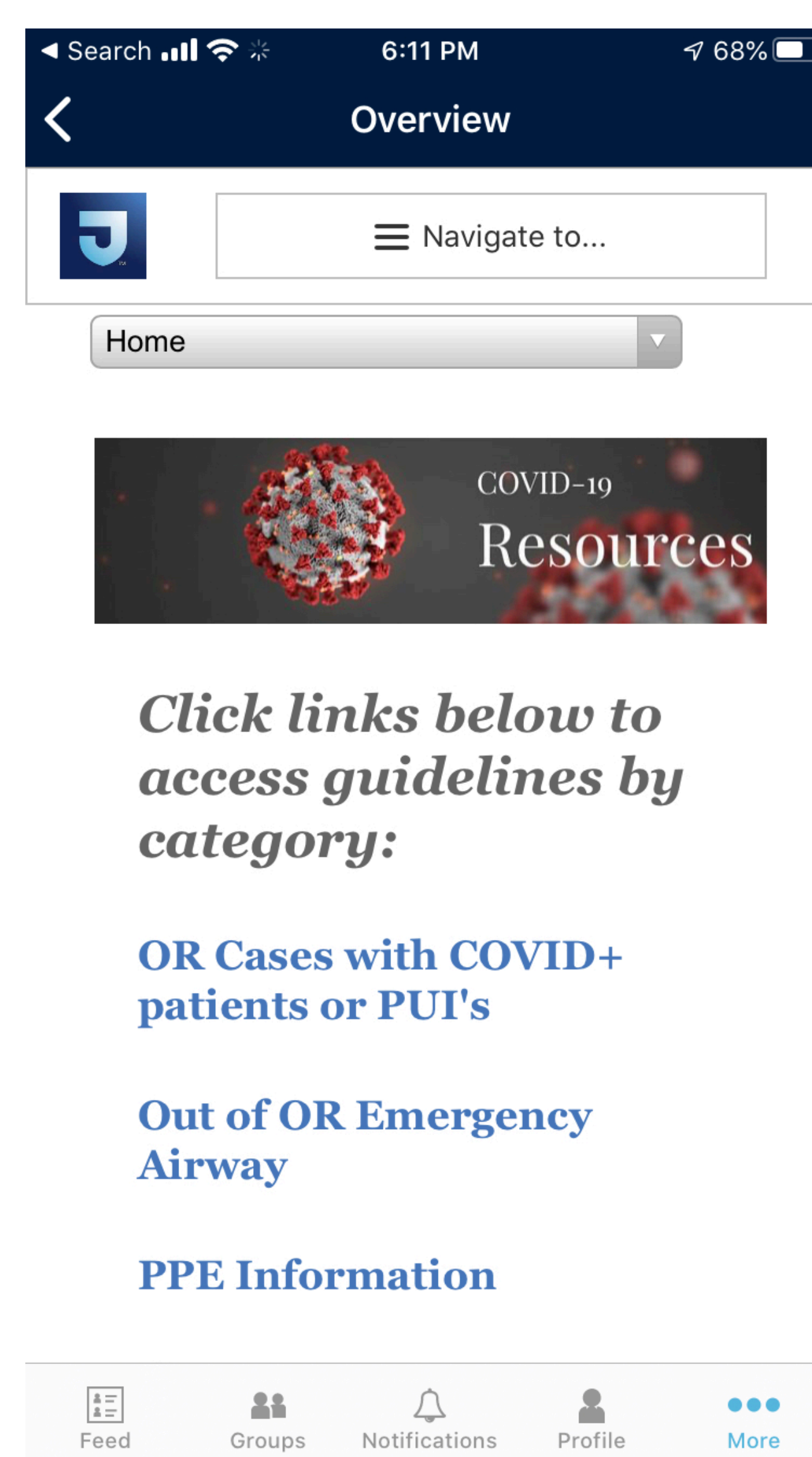


Figure 1: Homepage for Perioperative COVID-19 resources, mobile version

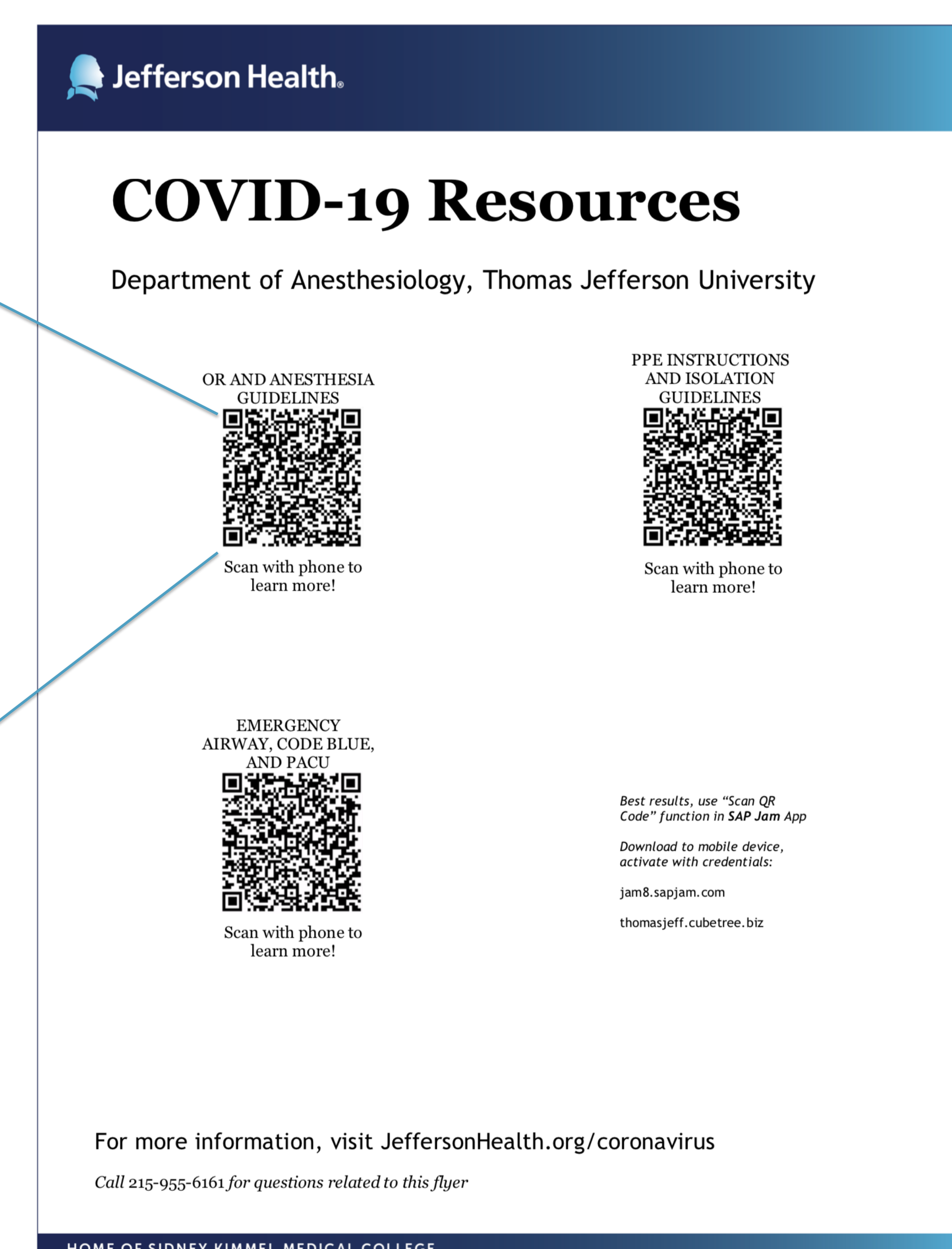


Figure 2: COVID-19 QR code flyer linking to resource homepage, placed around key clinical areas and equipment

The Solution

- Creation of information "hub" serving as a centralized database for up-to-date clinical guidelines specifically relevant to perioperative care organized by activity type (i.e. emergency airway management, surgical care and anesthesia workflow, PPE donning and doffing, etc)
- Distribution of smartphone QR-code enabled flyers that link to main information page and activity-specific guidelines

What we're seeing so far:

- The resources have been accessed over 1,000 times between 3/26/20 and 5/22/20
- Clinicians from multidisciplinary backgrounds share a common resource to access relevant guidelines when and where they are needed most