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Open All Hours!: Bariatric Surgery Patients Love CSC

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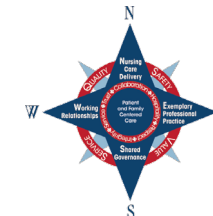


Open All Hours!

Bariatric Surgery Patients Love CSC

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Plan

COVID-19 rippled through communities within Central Minnesota in 2020 and 2021, as it did throughout the world. As this monster embedded itself in the everyday life of all human beings in some way, it created fear and anxiety about the future. During the early months of COVID-19, St. Cloud Hospital (SCH) teams worked tirelessly to provide patient- and family-focused care, educate and prepare our community, and adapt to changing environments daily. One such change included the evaluation of inpatient unit bed availability, during times of high census.

During the fall and winter of 2020, SCH saw a dramatic increase in the number of COVID-19 patients. Additionally, elective surgeries in Minnesota were on hold during the early months of the pandemic, and later in 2020 there was a significant backlog of these patients, waiting for their procedure. To serve patients and their families, SCH teams planned for a way to safely and professionally offer surgical care needs to Central Minnesota.

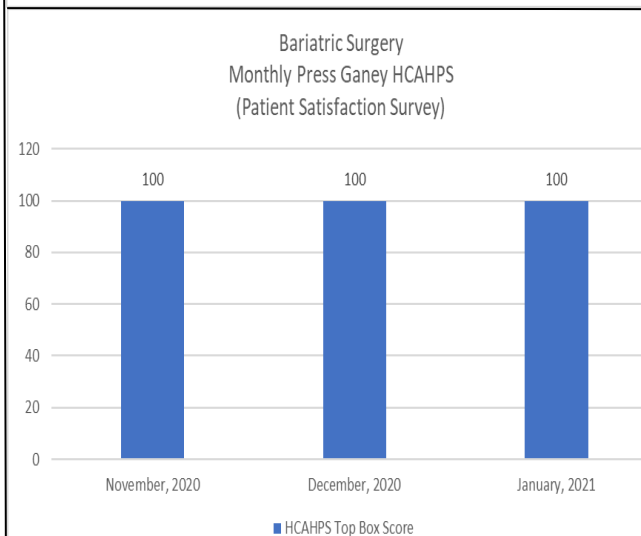
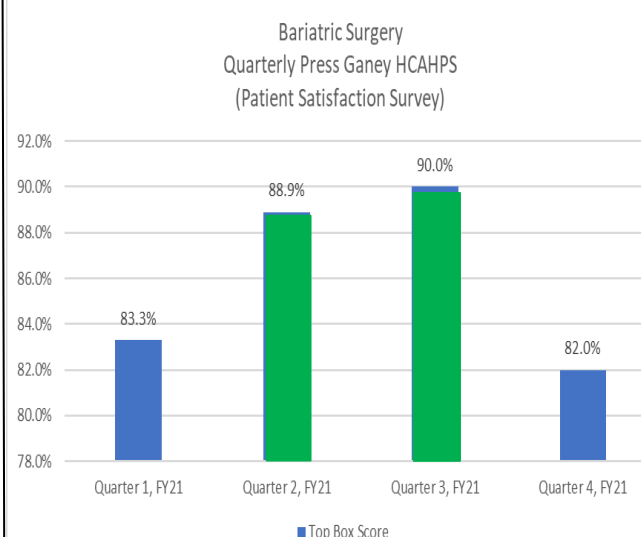
Do

In November 2020, the Center for Surgical Care (CSC) transitioned from a unit typically closing at night at approximately 2100 to a 24/7 overnight stay unit for patients who would typically discharge within 24 hours of surgery. The bariatric program patients had a delay in their surgery due to COVID-19 surgery restrictions. After many months of delay and backlog, some patients could now have their surgery. After full evaluation of location, along with evaluating the ability for team members to maintain the standards and excellence critical to the bariatric program accreditation, a plan was created.

Considerations while preparing the transition included addressing:

- Physical location and rooms were not set up for a patient stay longer than just a few hours
- Clinical nurses not accustomed to inpatient EMR, orders or some inpatient care needs
- Staffing and scheduling needs, as clinical nurses would need to cover unplanned and unfamiliar shifts

Study: Patient Satisfaction Scores



July-September 2020: Prior to bariatric surgery patients staying in CSC

October 2020-March 2021: Three of these months included time patients were only in CSC for an overnight stay, and results are combined with nights not in CSC

April-June 2021: Bariatric surgery patients no longer stayed in CSC

Patient survey comments with CSC overnight stay:

- It was a wonderful experience to check in and stay overnight in the center for surgical care - same staff before & after surgery and quiet!!
- The nurses did an excellent job
- My nurses were all amazing, especially Jess R, Jennifer H and Sarah T!
- Very good nurses

CSC hosted bariatric surgery patients for an overnight stay from November 2020 - January 2021. For those patients who stayed in CSC during those three months and returned a survey, the Press Ganey patient satisfaction survey results showed a top box score of 100%.

Act

Surgical Patient Placement Strategies for Future COVID Surges:

- CSC & PACU clinical nurses moving scheduled shifts each day, including earlier and later start times and working overnight instead of day hours
- Hourly shifting of patient rooms and staff assignments by charge team, due to bariatric discharges and new admissions (new for the outpatient environment)
- Education and guidance from inpatient unit leaders
- Enhanced EMR access
- Preparedness and support from providers and perioperative leaders

Team Members

CSC and PACU Clinical RNs and Nursing Assistants

CSC and PACU Charge RNs
Heidi Supan BSN, RN-BC
Tanya Mazzone MSN, RN, CNML
Curt DeVos BSN, RN, CNRN
Mallory Mondloch BS, RN, CMSRN, CBN
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