Improved Peri-op and Web Site Patient Information

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Planned

Information about pelvic floor conditions and care is of paramount importance to our patients. Our projects focused on updating, improving access to and personalizing general and perioperative clinical information.

This project focuses on our website and our perioperative patient information.

Goal/Objective

To rewrite the pre and post op instructions for each surgery we perform in a detailed and personal manner for each patient. To revise our web site to reflect up-to-date information and to have access to our detailed and personal manner for each patient.

Baseline Metrics/Current State

This is a task oriented process.

For our first goal, smart phrases were to be created to cover our major surgical categories. Preop instructions for each surgical site (MMC and SSC) were to be included in the after visit summaries. Post op instructions could be individualized for each procedure and included in the AVS when a patient was discharged. This included opioid education.

For our second goal, our web site was to be updated and simplified with clear key phrases leading to one web site. We would direct patients to this site for information. Patients would be able to download pre visit forms, particularly timely for telehealth visits and for last minute scheduling, where mailing the form would be impractical.

Our provider list needed to be updated.

For last minute scheduling, where mailing the form would be impractical.

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Baseline Metrics/Current State

Prior to this project we had a single pre-op and post-op instructions for all procedures. This required much editing to fit each case. It was not personalized in any way. With many learners, misinformation was sometimes disseminated resulting in patient complaints. We also did not have a way to give this information to the patient through our AVS system.

Our web site was out of date and not easily accessed. There were two sites - one imbedded within another division. Provider info was incomplete and there was no real content. We also had no way to get pre visit information to our patients other than mail.

Baseline Metrics/Current State

Inability to empty bladder as described above

Nausea and vomiting making it difficult to keep down fluids or food

Pain not controlled

Temp over 101 degrees F

Emergent, you should go to your local emergency room.

Next Steps

We have successfully completed the upgrades that we intended. Feedback from staff, residents, nursing and patients have been positive. Our work flow has improved with the new templates and with patients ability to access forms on our web site. (see the first picture)

We were unable to measure "hits" to our website or develop a patient survey to get feedback on our perioperative information due to office shut down for COVID. (see second figure for an example of one of our post op instruction sheets)

We did not have a way to give this information to our patients. Discussed information to be included on site.

Created 14 smart phrases to cover pre and post op instructions at both SSC and MMC.

Anticipated measuring hits to this site, but only able to obtain informal feedback.

Informal feedback obtained. These instructions are in full use. (unable to do intended formal survey work.)

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