

AMBULATORY SURGERY CENTER USES DIALOG HEALTH TO HELP REDUCE POST-OP CALLS BY 92%.

THE PROBLEM:

Post-op staff at a high volume surgery center struggled to get patients on the phone the day after surgery to check in on them. Staff were making on average 2.5 calls to each patient to ask the required post-op questions regarding nausea, pain, and relative well being. The typical call lasts about 6 minutes. Staff were also spending unproductive time leaving voicemail messages and most often recalling multiple times before finally getting the patient on the phone.



THE SOLUTION:

The ASC implemented Dialog Health's two-way real time text-messaging solution. They immediately automated the delivery of a "1 day post-op" follow-up text survey that would replace the phone call if the patient responded positively to the questions. Dialog Health worked with the quality professionals at the ASC to design the questions to meet the requirements of recent QAPI changes.

THE RESULTS:

Over a 4 month period from April to July 2015, 1,768 patients opted-in for text reminder messages. 1,411 (80%) patients responded to the post-op text questions. 1,301 (92%) patients responded YES to all of the questions, and saved the cost of the time necessary to make post-op phone calls. 101 (8%) patients responded NO to at least one of the questions so the center called the patient. **Overall, Dialog Health reduced post-op calls by 92%.**

THE CONCLUSION:

Dialog Health's two-way mobile messaging platform has proven to significantly improve staff workflow and productivity through its unique text survey capabilities.

"Given we average about 2.5 calls per patient during post-op follow up, the 1,301 patients who responded YES to the texts sent by Dialog Health saved my staff from having to make more than 3,250 calls which has substantially impacted our FTE per case. From a PACU workflow standpoint, the productivity gains we have seen using Dialog Health have been significant and my nurses now concentrate on doing what we do best...care for our patients."
 -Nelson Rue, Administrator, Baptist Plaza Surgicare