

**Quality and Productivity Commission
32nd Annual Productivity and Quality Awards Program
"Innovating for Impact"**

2018 APPLICATION

NAME OF PROJECT: My Health Folder: Preparing for Surgery at LAC+USC

DATE OF IMPLEMENTATION/ADOPTION: JUNE 6, 2017
(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

Before the implementation of this project, patients were given many conflicting instructions from many sources on how to prepare for their upcoming operation. In some cases, patients were not following specific instructions and on the day of their surgery were cancelled. Cancelling surgery is very expensive for both patient and hospital. This collaborative project streamlined pre-operative information throughout all Clinics and helped to decrease the number of cancelled operations on the day of surgery @ LAC+USC Medical Center. "My Health Folder" was developed and implemented as an educational repository given to surgical patients at the very start of their journey in the Clinic. It is in the Clinic that the patient, along with their Physician, decide to move to a surgical treatment. Once the decision was made to move to an operation, patients receive their own "My Health Folder" with instructions, maps, and important phone numbers in preparation for their surgery. Patients and family members are instructed at the Clinic visit about details for their operation. They are given "My Health Folder" to take home with them and are encouraged to re-read the materials and bring them back to the hospital on the day of their surgery.

BENEFITS TO THE COUNTY				
(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1)+(2)+(3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	XXXX <input type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Anesthesiology/Surgery LAC+USC Medical Center 2051 Marengo Street - Office A5B108 Los Angeles, CA 90033		TELEPHONE NUMBER (323) 409-7735
PROGRAM MANAGER'S NAME Dolores M. Gibbs PhD, CRNA Kari. Cole, EdD, CRNA		TELEPHONE NUMBER (323) 409-8146 dgibbs@dhs.lacounty.gov kcole@dhs.lacountv.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-8322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Lisa Finkelstein <i>Lisa Finkelstein</i>	DATE 7/3/2018	TELEPHONE NUMBER (213) 288-7768 lfinkelstein@dhs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Christina R. Ghaly M.D. <i>Christina R. Ghaly</i>		TELEPHONE NUMBER (213) 288-8101

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Preparing patients and their families for an operation requires many things including what to do ahead of time, where to go, what to bring, and what to expect on the day of surgery. Multiple reports have been written about the topic of optimizing the patient's overall health and the successful outcomes of surgery. The purpose of this project is to start optimizing our surgical patients with easy to read instructions at the very start of their Clinic visit. This challenge became evident early in 2016 when it was first noticed patients were being cancelled on the morning of surgery for 3 specific reasons. The first reason was their blood pressure was very high because they did not take their blood pressure medicine. This could pose a very dangerous event should they move forward for their operation. A second reason for cancellation was a blood sugar level too high which could also have a catastrophic problem for the patient should they go forward with surgery. And the last noticeable reason for a day of surgery cancellation was because the patient had eaten breakfast before coming to the hospital. These 3 reasons to cancel surgery could easily be eliminated with standardized pre-operative instructions and educating our surgical staff. When patients and their families experience a cancellation of their operation because they forgot to take their blood pressure medicine, for example, it becomes a very expensive loss for the patient and the hospital as well. The benefit to LA County globally is to decrease the backlog of patients waiting for their operation. The second benefit to LA County is to optimize the health of the surgical patient so they may experience less problems in the peri-operative period which may require additional hospitalization or care from the Emergency Room. And a final benefit to LA County is to standardize educational prep materials throughout the Clinics so there leaves no question about what to do or where to go when you are scheduled for an operation at LAC+USC Medical Center.

Optimizing the health of our patients before their operation and improving their experience at LAC+USC Medical Center was the driving force for the "My Blue Health Folder" project. Historically, patients received many different instructions from Clinic visits, nurses, and physicians alike. Many Clinics copied old white papers, some with crossed out sentences, some barely legible were handed to patients/families as their educational materials for surgery. It was messy, disorganized and not keeping with a standard of care for surgical preparation.

A multi-service Task Force was formed out of the Perioperative Lean Team. Members included physicians, nurses, non-medical county employees, and administrators. Our goal: Create a patient-centered perioperative educational aid so patients and families could better prepare for their operation at LAC+USC Medical Center. "My Health Folder" was born. The folder which is blue in color to match the color of the surgical attire shows LAC+USC Medical Center on the front and houses standardized information given to all surgical patients. Simple instructions in both Spanish and English are reviewed with the patient and family members at the first Clinic visit. A campus map of the Medical Center shows where to drop off

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patients who are immobile and where to park. Another form is a dedicated checklist for the patient to use the morning of surgery noting which medications to take and which to avoid. The final form is important phone numbers for families to call while their loved one is having surgery or even for the patient to use if they suddenly become ill prior to surgery. Clinic numbers are listed inside "My Health Folder" to make it easy for the patient to call for follow-up appointments.

This project utilized 2 very different evaluations for success. The first measure of success came from patients/families directly. The process included whether the patient brought "My Health Folder" with them on the day of their surgery to A5C (Day Surgery). Patients/family members were provided a survey to complete before they went into the surgery room.

The survey data asked 5 simple questions: 1. Was the map helpful in providing you directions where to park? 2. Was the surgery checklist helpful in preparing you for surgery? 3. Was the contact list helpful in providing you the information who to call with questions about your surgery? 4. Was the folder helpful to you? 5. Please provide any recommendations you have to make this folder more helpful. The outcomes were overwhelmingly positive from both patients and family members. Some areas of improvement were also noted and reviewed by the original Task Force and changes were made.

Patient comments are listed below:

1. I kept looking at it...it was very reassuring to me. 2. Muy bien...gracias! Todo muy bien! 3. It kept all my things together in one place. 4. Everything I needed was in the folder. 5. First surgery I didn't have this...this time the folder made it so much easier. 6. Nice folder! 7. It was very good/helpful*** 8. I used the checklist...they were good reminders. 9. Thank you for the attention! 10. The instructions and information were marvelous! 11. Excellent service! Excellent people!
12. I recommend all patients use it! 13. I referred to it when phone caller gave instructions. 14. I didn't look at the folder...my husband did. 15. Everything I needed was in the folder. 16. Add information about after surgery. 17. Can't think of anything to add 18. Nothing to add 19. Contact number helpful...returned call on the same day. 20. Be sure to give the right number to call for questions. 21. The follow-up after surgery needs to be easier. My follow-up was three months later. Calls never answered. I was in a lot of pain and the doctor was not available to talk to. I had to go to ER each time.

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The implementation of "My Health Folder" definitely improved the Patient/Family experience for surgery at LAC+USC Medical Center. The positive feedback from patients who were given the folder as well as family members filling out the survey indicate that this educational aid for surgical preparation was a successful endeavor. One important area of success was decreasing the number of cancelled surgical procedures with the ability to optimize the patient beforehand. Simple instructions all in one place made it easier for the patient and family members to refer back to once they left the Clinic. Important checklists are easy to use and follow, and the phone list allowed one patient to call directly when they came down with the flu and had to cancel their elective operation themselves. By giving the patient "My Health Folder" we are extending ourselves as a provider of standardized pre-operative information for all Clinics at LAC+USC Medical Center. Simple instructions in both English and Spanish enable the patient and family to comply with pre-operative instructions and therefore having better outcomes. No patient should be cancelled on the day of surgery for very high blood pressures because they did not take their medicine. No patient should be cancelled because they ate breakfast the morning of surgery. Diabetic patients should not have very high blood sugar levels on the day of surgery and be cancelled because it is too dangerous.

Educating our patients for surgery with the use of "My Health Folder" will hopefully decrease the number of cancelled surgery on the day of surgery which falls into the Publically Reported Data column within the County Strategic Plan. This data is continuing to be collected.

While it is not considered part of the County Strategic Plan/Goal, this project has a great impact on the Clinic Providers who also benefit from using "My Health Folder" with each patient. Standardized information is easy to use, easy to explain, is contained in one place and represents an organized process. With many patients to see in the Clinic on a daily basis, pre-operative surgical instructions should remain simple and easy to go thru for each patient. Clinic Providers indicated the folder was very easy to use and concise. Clinic Providers also indicated they liked the fact that they could add specific information into the folder to further educate their patient. One example is a diagram of the anatomy of the kidney which is discussed in the Urology clinic at the pre-operative evaluation time. Clinic Providers appreciated the ability to personalize their information to those patients needing extra information while keeping the standard pre-operative instructions intact. Clinic Providers also indicated they like to keep papers in one place cutting down their "I need to look for it" time. Clinic Provider survey comments include: 1. Everything was very helpful. 2. Plastic or plastic covering would be better than paper. By the end of the day, the paper was crumpled. 3. Looks good. I recommend continued use. 4. Good general info and nice space for clinic-specific info. 5. Very helpful!

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Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT MY HEALTH FOLDER: PREPARING FOR SURGERY AT LAC+USC

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

The implementation of "My Health Folder" links directly to Goal 1- Make Investments that transform lives, Strategy 1.2- "Enhance Our Delivery of Comprehensive Interventions". Patient satisfaction, as well as Provider satisfaction has improved tremendously. Patients and their families are very happy with the folders. There are less cancellations because the patients have all the necessary information and instructions regarding their surgery. The number of cancelled surgeries has decreased significantly which has enhanced the efficiency of the Operating Room and has reduced the backlog of patients waiting for their operations.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT \$ PRICELESS	SERVICE ENHANCEMENT PROJECT XXXX <input type="checkbox"/>
\$	\$	\$		

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