Capturing real-time eras milestones: an integrative project management tool

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Background

The inpatient innovation unit at a large academic hospital tests evidence-based practices and technology to enhance care delivery. The team designed a quality improvement method to capture postoperative ERAS milestones with live data using an existing rounding platform, driving consistency, accountability, and trending for patient experience. The goal was to determine if this technology was a viable solution as a project management tool for collecting post-surgical outcomes. Patient care milestones, or points in time when desired clinical outcomes are met, are often identified but rarely captured in real time in the hospital setting.

Methods

Patient navigators, or assistant nurse managers, rounded each shift to identify if neurosurgery spine patients achieved their milestones. They alerted team members to help the patient achieve missed outcomes. Data was entered on a mobile device or computer. Each patient had a single file on the protected data collection website. Multiple navigators can work on the same patient, and ERAS milestones are collected throughout the entire patient stay.

Results

All neurosurgery spine patients (n=436) admitted in February 2016 – January 2017 were placed on the postoperative pathway to achieve clinical milestones. Surgery type, surgeon, and critical care stays were captured in the data. Foley catheters are removed within six hours for 68% of the patients, with one unit-acquired CAUTI in 2016. Intravenous fluids are discontinued and PO intake initiated within 12 hours on 59% of the patients, and the unit had zero CLABSIs in 2016. Patients following a progressive mobility protocol reached the highest mobility level, independent ambulation, within an average of 14 hours of arrival to the floor. Sequential devices are on the 97% of the patients 18 hours or greater each day, with a DVT rate of 0.005 (2 events). Pain goals are achieved 93% of the time within 12 hours of arrival to the floor. Patients and family verbalized their discharge plan 91% of the time within the first 24 hours. Teamwork, nurse responsiveness, and nurses' management of pain are key drivers for patient satisfaction, achieving 95.2 percentile ranking, exceeding the hospital and national benchmarks.

Conclusions

By utilizing a real-time project management tool for ERAS milestones, the navigator identified if patients were on target for expected recovery from neuro-spine surgery. Understanding the impact of integrative technology can transform care practices and improve work flow in the

hospital setting. Researchers will continue to analyze data and evaluate the success in meeting achieved milestones to determine if there is an association with patient outcomes, such as length of stay, readmissions, and nursing sensitive indicators.

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