Got Beds? How a Surgical Observation Unit Transformed Post-Op Delivery and Improved Patient Throughput

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Disclosure Information

The speakers have no disclosures.

Objectives

• Define the purpose, function and goal of a surgical observation unit

• Describe the development of structure standard and staffing model to support a surgical observation unit

• Identify outcomes associated with surgical observation on perioperative throughput and resource utilization
Children’s Mercy Kansas City

- 301 Beds
- 19 Operating Rooms
- 10+ Surgical Subspecialties
- 14,538 Admissions
- 18,982 Surgeries

*All numbers FY 2015

Building a Case for a Surgical Observation Unit

- Canceled elective surgeries during high hospital census
- Delays in perioperative throughput
- Poor patient/family satisfaction

Considerations for Unit Operations

- Prioritization of accepted patients
- Post-operative standards for assessments and monitoring
- Hours of operation
- Cross-train staff to support pre and post-op surgical areas
Staffing

Unit Comprised of:

• Core charge nurses
• Staff RNs & non-licensed patient care techs
• Staggered shifts to accommodate unit hours and surgical add-on population
• Surgical Services leadership

Patient Population

• Post surgical/procedural patients requiring a short (2-5 hour) stay
• Patient Monitored for:
  • Pain control
  • Oxygen saturation
  • Nausea/vomiting
  • Physical therapy needs
• Temporary admission and care for post-surgical patients requiring overnight bed

Some day... I’ll be worthwhile... to somebody. Appendectomy.
Impact on Perioperative Throughput

Care of patients with nonperforated appendicitis

**Before**
- After surgery, admitted back to inpatient unit
- Only 28% discharged same day
- 82% overnight stay due to clinical care habits
- Average length of stay = 7 hours
- RN to call resident for discharge order

**After**
- Since July’14, admitted 334 patients to Obs. Unit
- Average length of stay: 3hr 13min
- Discharge criteria and order in place at point of admission
- Opened inpatient rooms

(Aguyo, Alemayehu, Desai, Fraser, & St. Peter, 2014)

How To Make It Successful

Top 5 Musts for a Successful Surgical Observation Unit

1. Surgical Services umbrella
2. Pre-determined patient population
3. Unit design
4. Staffing
5. Multidisciplinary collaboration

Questions?

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Surgical Services Structure Standards. 3 West Surgical Observation Unit. Rev. 2016.