



POST-OP PHONE CALLS

ARE THEY WORTH THE TIME?



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**Objectives:**

- Validation there was no post op infection.
- A means to uncover issues.
- Helpful for quality measures.
- Strong customer service technique.



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**Starting point:**

- Correct contact information.
- Design your policy and template.
- Follow your policy.
- Results become part of the medical record.



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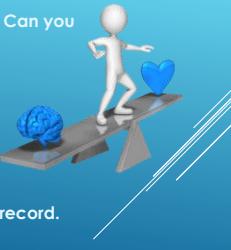


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**Decisions to make:**

- How many calls is the right number? Can you leave a message?
- Do you follow with a letter?
- Do you call the referral source?
- Results become part of the medical record.

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**Decisions to make:**

- Select calls based on criteria.
- Who will make the calls?
- Will this be part of a QA/PI?

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Findings related to the demographic tool suggest that patients of any age who lived alone had more difficulty in the first 72 hours than those who did not. In addition, those who cared for another person or a pet had more distress because they were not only unable to care for themselves, but also those who depended on them. This suggests that nurses need to screen not only for patients' living situations, but also the types of assistance that they have available and their caretaking responsibilities

AORN STUDY

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The business case for post-discharge phone calls is clear and compelling. Research has proven out how they increase compliance, reduce rates of complications, and improve overall patient satisfaction. One NRC Health partner, in fact, used post-discharge calls to bolster their satisfaction scores by 3% in just six months.

NRC STUDY

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Automation

Voice from CipherHealth

Patient Engagement Company

THE FUTURE

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