

Clinic Decision to Electrophysiology (EP) Procedure: A Standardized Approach

Jennifer L. Wicks DNP, APRN, ACNP-BC and Tracey Taylor DNP, APRN, ACNP-BC

PROBLEM STATEMENT

•The standardized scheduling process will avoid duplication, improve efficiency in scheduling patients in need of an Electrophysiology procedure and avoid missing information that delays the scheduling and delivery of services to this patient population

•Lack of Standardization of scheduling orders can lead to errors, inefficiency, waste and duplication of work (Thieret, et al, 2015). The implementation of a standardized process is paramount for the foundational tenet of patient safety, thereby eliminating for duplication of data gathering, ensuring accurate and crucial information included (National Learning Institute, 2012).

PROJECT PURPOSE

•Overarching aim- improve the quality of the health care . This process will demonstrate decreased steps in obtaining necessary information and decrease delay in scheduling, representing a more effective workflow

•Objective- Decrease time, redundancy and increase information by comparison with retrospective analysis prior to intervention evaluated by prospective analysis

•In the patient population in need of an outpatient Electrophysiology (EP) procedure; Does implementing a standardized “clinic to procedure” pathway improve process efficiency and communication compared to current practice?

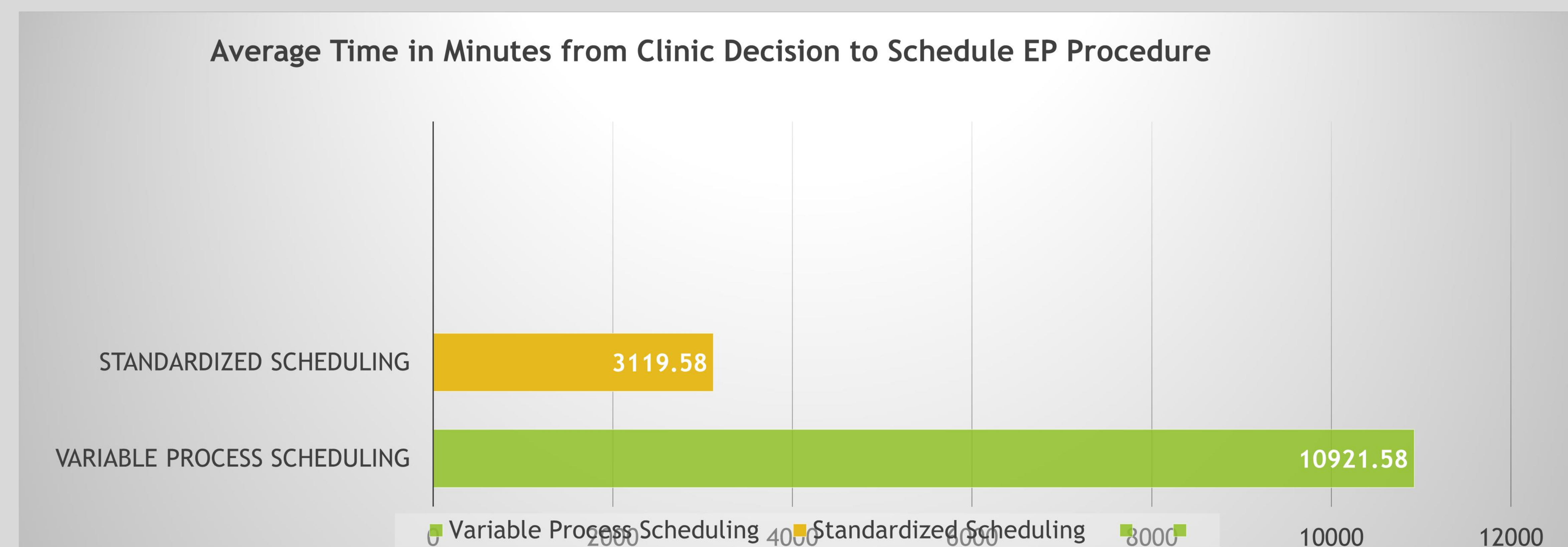
MODEL/NURSING THEORY

- QI Project
- Lewin’s Change Theory

METHODS

- **Subjects (Participants)**
 - Outpatient population in need of Electrophysiology Procedure
- **Setting**
Busy Outpatient Electrophysiology Clinic
- **Instrument/tools**
 - Flowcharts
 - DMAIC
 - -Design Measure Analyze improve Control
 - -Independent T Test
- **Intervention and Data Collection**
 - 15 weeks of consecutive retrospective data patient population in need of an EP Procedure.
 - Implementation of Standardized process that contains necessary information required for clinic schedulers to complete scheduling procedure from clinic to partner hospital.
 - Prospective data of consecutive patients scheduled post implementation of standardized scheduling process .

RESULTS



DISCUSSION

•Process Efficiency measured in time demonstrates improved communication by standardized order set

IMPLICATIONS FOR ADVANCE PRACTICE NURSING

•Process improves the delivery of healthcare to the population, enhancing patient experience by reducing the time cost and provider and stakeholder experience

SUSTAINABILITY

•Process Mapping with Flowchart tool will demonstrate sustainability in the outpatient clinic setting once project completed with effective workflow utilizing a multidisciplinary approach and electronic health record.

REFERENCES

American Society for Quality (ASQ.org). (n.d.). *DMAIC Process: Define, Measure, Analyze, Improve, Control* | ASQ. Retrieved November 28, 2000, from <https://asq.org/quality-resources/dmaic>

Moran, K. J., Burson, R., & Conrad, D. (2019). *The Doctor of Nursing Practice Project: A Framework for Success* (3rd ed.). Jones & Bartlett Learning.

National Learning Constitution Health IT.gov. (2012, July 30). *Workflow process mapping for Electronic Health Record (EHR) Implementation*. [Government healthcare]. HealthIT.Gov. <https://www.healthit.gov/resource/workflow-process-mapping-electronic-health-record-ehr-implementation>

Polit, D. F., & Beck, C. T. (2021). *Nursing Research: Generating and Assessing Evidence for Nursing Practice* (eleventh). Wolters Kluwer.

Thieret, D., Clark, E., & Carbaugh, D. L. (2015). Electronic forms trump paper for surgical scheduling: *Nursing*, 45(10), 16-18. <https://doi.org/10.1097/01.NURSE.0000471424.57377.52>

Average time in minutes to schedule EP procedure from outpatient clinic to partner hospital reduced by 71%. Standardized process reduced missing information and steps required to complete the scheduling process.