

Checklist: Postponed & Elective Case Recovery

Health systems need a streamlined, tailored approach to plan for, capture, and conduct delayed elective cases to recover lost revenue while ensuring they address their patients' clinical needs and safety concerns.

Phase	Checklist
Decision to Proceed	<ul style="list-style-type: none"> <input type="checkbox"/> Develop specific decision criteria leveraging national guidelines, recommendations, and local COVID-19 incidence rates prior to re-opening, including when to scale back during surges <input type="checkbox"/> Maximize community outreach and education to decrease anxieties and foster a culture of safety, leveraging new or existing digital tools <input type="checkbox"/> Implement clinician-led surgery prioritization sensitive to health system and patient needs <input type="checkbox"/> Review capacity needs and consider utilizing flexible space as well as dedicated areas to optimize patient flow and minimize staff, patient, and visitor crossover to other areas <input type="checkbox"/> Consider financial implications including scenario modeling across future time frames <input type="checkbox"/> Review workforce planning and communication practices <input type="checkbox"/> Implement widespread COVID-19 testing policies and procedures
Pre-Case	<ul style="list-style-type: none"> <input type="checkbox"/> Expedite financial clearance or pre-authorization, leveraging digital tools <input type="checkbox"/> Consider text/chat/video solutions to communicate with patients regarding procedure preparation and logistics - including setting up any needed digital modalities beforehand <input type="checkbox"/> Engage with referring physicians to communicate procedures and services being reactivated and next steps for those seeking care <input type="checkbox"/> Ensure patient interaction points (scheduling, payment, intake) are tested to be able to manage potential surges in reactivated procedures and services <input type="checkbox"/> Implement COVID-19 testing and retesting policies, with consideration given to monitoring patients while they await results for clearance <input type="checkbox"/> Work with infectious disease committee to re-think workflows around patient intake <input type="checkbox"/> Consider virtual waiting rooms for family members and incorporate status updates <input type="checkbox"/> Form community partnerships (e.g., transportation, pharmacies) to provide patient support
Case	<ul style="list-style-type: none"> <input type="checkbox"/> Implement digital tools to support operational planning, such as AI-driven operating room scheduling and workforce staffing <input type="checkbox"/> Create and activate facility and patient flow plans to ensure COVID-19 and non-COVID-19 patients and families are separated to minimize infections <input type="checkbox"/> Coordinate with supply chain to ensure sufficient PPE and preferred surgeon supplies <input type="checkbox"/> Review surgical time-outs to determine whether revision is necessary <input type="checkbox"/> Evolve protocols and coordination to eliminate delays, bottlenecks, and transmission of virus
Post-Case	<ul style="list-style-type: none"> <input type="checkbox"/> Enable virtual care for use cases regarding follow-up visits, post-discharge monitoring, and rehab to minimize exposure while increasing patient satisfaction and engagement <input type="checkbox"/> Implement workflow and/or digital tools to address social determinants, including patient needs identification, resource referral, and closed-loop tracking <input type="checkbox"/> Utilize EHR or other digital tools to support tracking of bed and equipment availability <input type="checkbox"/> Consider alternate sites of care, including hospital at home utilizing remote monitoring solutions <input type="checkbox"/> Leverage digital to ensure proper billing documentation

Note: This checklist was created through a combination of efforts, including: referencing national and association guidelines & recommendations; conversations with AVIA Members and other leaders throughout the global healthcare industry; and leveraging the ability for healthcare organizations to utilize digital tools and solutions.

CONTACT US

E info@aviahealthinnovation.com

P 312-999-9600

W aviahealthinnovation.com

ABOUT AVIA

AVIA is the nation's leading digital transformation partner for healthcare organizations. AVIA provides unique market intelligence, proven collaborative tools, and results-based consulting to help solve healthcare's biggest strategic challenges.