



ADVOCATE HEALTH CARE

Active Post-Discharge Surveillance Program as a Part of Enhanced Recovery After Surgery Protocol Decreases Emergency Department Visits and Readmissions in Colorectal Patients

Enhanced Recovery After Surgery (ERAS) has improved perioperative care by the standardization and coordination of processes that are developed by a multi-disciplinary team.

Patient reported because of using Twistle she felt that the care team was right there: "I felt that you guys were right by my side and there whenever I needed you."

SURGEON

In March of 2016, Advocate Lutheran General Hospital (Park Ridge, IL) began their Automated Post-Discharge Surveillance Program (APDS). The program was used to evaluate the impact of active surveillance on 30-day post-operative ED visits and readmissions for colorectal surgery patients who

underwent the hospital's ERAS protocol. Utilizing Twistle's multi-modal, HIPAA-compliant, automated platform, the care team sent a series of messages and surveys, connecting the patients with various healthcare providers including physicians and their offices, staff and visiting nurses, care coordinators, and extended care nurses. Patient responses were read by the system, and customized alerts were sent to the care team when necessary.

The survey program allowed many post-operative issues to be resolved at home or in outpatient settings due to Twistle's automated workflows which provided patients with education, reminders and surveillance. LOS was 1.58 days shorter with APDS patients, and 18% of APDS patients averted an ED visit by using Twistle. These results also showed savings in ED resources, healthcare costs and care team time.

	NON-SURVEILLANCE n=194	ACTIVE SURVEILLANCE n=199	
LOS	4.37 ± 2.66	2.79 ± 2.51	36.8% DECREASE IN ED VISITS
ED visits	14.4%	9.1%	
Readmissions	13.4%	8.5%	36.6% DECREASE IN READMISSIONS

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