

+50% workload reduction from pre-anesthesia evaluations

Hospital Universitario Fundación Jiménez Díaz is a leading hospital in Madrid, part of the Quirón Salud Group. Every year, it conducts around 33,000 anesthesia visits. Before a surgical procedure, patients are required to complete a questionnaire to evaluate their suitability for anesthesia. Patients who did not complete the form through the patient portal were contacted by hospital team to

complete the form over the phone. If they don't complete the form through the patient portal or over the phone, they need to have a hospital visit to complete it. On average, 190 patients had to be contacted every month, which translated to half of a staff shift or 8-10 patients per day. **With the introduction of LOLA, the clinical team managed to reduce their workload by 50%.**

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*The biggest **impact** has been in **elderly patients** who do not know how to use the online patient portal and end up coming to the hospital.*

*Now, **they consider LOLA as a member of the hospital team** and fill in the form by talking to her.*

Healthcare Professional

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KEY METRICS



6.25

Team days Freed
up per month



1,353

Patients
contacted



69.8%

Completed questionnaires
(x4.5 times more than through the patient portal)



50%

Reduction in the
team workload



81.5%

Patient
reach



85.6%

Patient
engagement



CONTEXT

Hospital Universitario Fundación Jiménez Díaz, part of Quirón Salud Group



+680 
Beds

11 
Surgery rooms

+3,000 
Employees

33,000 
Yearly anesthesia visits

147K 
Population



INTRODUCTION

At Fundación Jiménez Díaz patients who require an invasive surgical procedure must be evaluated by an anesthesiologist to ensure that they can safely receive anesthesia.

After an initial consultation with the surgical team, patients are asked to complete a follow-up form in the online patient portal to assess their suitability for anesthesia.

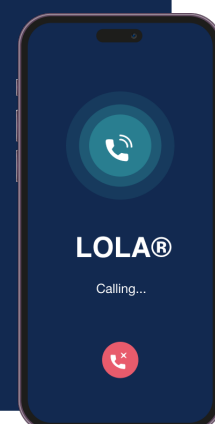
If the form is not completed before it expires, patients are scheduled for an in-person evaluation, which can lead to longer waiting lists and impact the workload of healthcare professionals.

To streamline the process and minimize unnecessary face-to-face consultations, the hospital has a team who call patients whose forms are about to expire complete it over the phone with them. This approach saves time and reduces the workload for healthcare professionals, enabling them to prioritize clinical care.

The hospital has implemented Tucuvi and LOLA to free up low value time from their teams and make the process more efficient for HCPs and patients.

Before LOLA, on average, **190 patients had to be called every month**, which equated to half a nursing shift or 8-10 patients a day.

After LOLA, the team calling patients was able to **reduce** its workload by **50%**





STRATEGY & IMPLEMENTATION

1 Challenge

To automate pre-anesthesia care pathway process to **reduce workload** and **use clinical resources more efficiently**.

2 Solution

- Tucuvi worked with the Hospital to develop and implement a conversational protocol based on the one they already had functioning in their platform.

- LOLA transformed the process by calling all patients who didn't complete the form 10 days before expiration to complete it with them during the conversation.

💡 With the objective of reducing the team workload, reducing unnecessary face-to-face visits, and improving process efficiency, **LOLA's expected outcome is to call more patients in a shorter period of time and increase the probability of reaching out to the patient by increasing the number of attempts up to 4.**

By increasing the probability of reach, the aim was to reduce the number of patients that need to be called by the hospital team.

3 Implementation

Tucuvi used a secure and encrypted API to integrate LOLA and Tucuvi Dashboard into the hospital's EHR.

6 WEEKS

Kick-off and connectivity

Establish a secure VPN connection and design the communication schema between the hospital and Tucuvi.

4 WEEKS

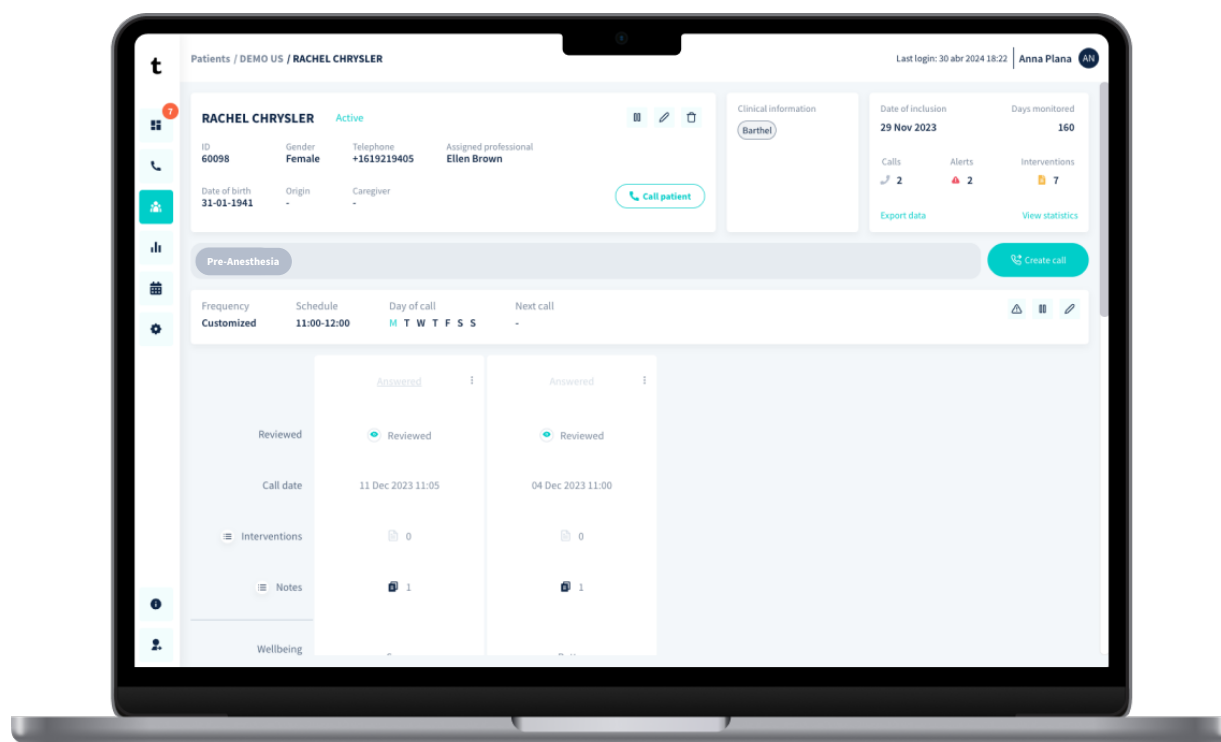
Integration tests

Tucuvi integrated the results obtained in the protocol by LOLA with the client data model. Tests with synthetic data and using the already established VPN were made to test the whole system once the VPN connection was established

FIRST WEEK

Go live

During the first week, Tucuvi launched a small number of calls every day (3-5) to ensure that everything was working as expected. After 1 week, Tucuvi started automating the whole volume.





RESULTS

- 1 LOLA was able to **complete x4.5 questionnaires than with the patient portal alone.**
- 2 The hospital team has freed up **+350 hours of work previously dedicated to phone calling.** This translates to 6.25 days freed up every month.
- 3 LOLA has made 2,696 calls to contact 1,353 patients, enhancing reaching probability versus the **hospital team who could only make only one** attempt per patient.
- 4 Out of those, 1,103 patients responded to the calls, and LOLA was able to complete the form with 944 of them.
- 5 **The workload has been reduced by 50%**, with an average of 4.5 patients contacted daily by the hospital team. Allowing the hospital team to focus on patients who needed a face-to-face visit before surgery based on the information collected by LOLA.
- 6 LOLA demonstrated an impressive **engagement rate**, with **85.6%** of patients completing the form during the call. This indicates that the interaction with LOLA is easy and comfortable.
- 7 Additionally, the reaching rate was 81.5%, which is an exceptionally high number, **considering that the patients were not expecting LOLA's call.**

81.5%

Patient reach

85.6%

Patient engagement

6.25

Team days Freed up
per month

69.8%

Completed
questionnaires(x4.5 times more than
through the patient portal)

59%

Reduction in the
team workload