CASE STUDY

tucuvi

90% of Nurse Time Freed from Manual Post-Surgery Calls

The implementation of **Tucuvi's Conversational AI at Hospital Universitari Sagrat Cor** has significantly improved the post-surgery follow-up process in the Ambulatory Major Surgery unit. By automating patient outreach, the solution has freed up nursing resources previously dedicated to manual phone calls, enabling the team to focus on higher-value clinical tasks. **This autonomous follow-up process has reduced the time spent on manual calls by 90%,** allowing nurses to redirect their time toward more urgent clinical priorities.

> *"With Tucuvi, we can follow up on every patient after surgery without increasing our workload. It helps us prioritize care and focus on patients who need us the most, while knowing that everyone is being looked after."*
>
> *Mónica Soldevila, Project Manager at QuirónSalud in Hospital Sagrat Cor*

Sagrat Cor

quirónsalud

CASE STUDY

tucuvi

KEY METRICS

90% Time spent on manual follow-up calls

3,650 Patients contacted in 8 months

89% Patient reach

87% Adherence rate

22% Patients identified with high risk situations

CASE STUDY

tucuvi

CONTEXT

Hospital Sagrat Cor - Grupo Guirón Salud

Sagrat Cor
quirónsalud

+350
Beds

+1,100
Healthcare Professionals

42
Specialities provided

+11,000
Ambulatory major surgeries per year

INTRODUCTION

Before adopting Tucuvi's clinical AI agent, **LOLA**, the nursing team at **Hospital Universitari Sagrat Cor** (QuirónSalud Group) was responsible for calling every patient who underwent Ambulatory Major Surgery **24 hours after surgery to monitor their recovery.**

With up to 40-50 surgeries performed daily, this follow-up process demanded **2 full-time nursing shifts solely dedicated to these calls**, which limited the team's ability to focus on surgery unit clinical tasks.

In 2024, the hospital's post ambulatory surgery unit, driven by a constant pursuit of innovation and better healthcare delivery, **partnered with Tucuvi to optimize post-surgery follow-up using clinically validated conversational AI technology**. The goal was clear: improve operational efficiency, enhance patient outcomes, and continue providing the highest standard of care.

By integrating LOLA into the hospital's workflows, Hospital Universitari Sagrat Cor has empowered its nursing team to optimize their time and resources. **LOLA now takes on the task of conducting all follow-up calls 24 hours after surgery**, engaging patients in natural conversations to assess their recovery.

With the ability to escalate critical cases to alert the nursing team, **the hospital ensures that every patient receives the attention they need while allowing clinical professionals to focus on high-priority care**.

Before the integration of LOLA, the nursing team at Hospital Universitari Sagrat Cor had to dedicate two full shifts (16 hours a day) to post-surgery follow-up calls. With LOLA, nurses now spend just 1.5 hours a day with calling patients who truly need their intervention, dedicating the remaining 14+ hours to higher-value tasks in the surgery unit.

CASE STUDY

tucuvi

STRATEGY & IMPLEMENTATION

1 Challenge

Transform post surgery patient follow-up phone calls made by the nursing team into a autonomous and standardized follow-up system that optimizes clinical team efficiency and improves patient outcomes.

2 Solution

Tucuvi worked closely with the clinical team at **Hospital Universitari Sagrat Cor** to **configure a post-surgical follow-up protocol** for patients discharged from the **Ambulatory Major Surgery unit**.

Within **24 hours of their surgery, patients receive a call from LOLA**, engaging them in a natural conversation to assess their recovery. During the call, patients are asked **a series of clinically validated questions** about their general well-being, pain levels, wound care, and medication intake.

These **questions mirror those previously asked by the nursing team**, enabling the early detection of potential complications and allowing the healthcare team to **prioritize patients who need clinical attention, ensuring timely intervention**.

As a result, the nurse who were once fully dedicated to calling patients in order of discharge can now focus on **prioritizing alert cases**, ensuring that patients flagged with severe issues are attended to promptly. This shift in focus allows for **faster, more efficient care**, ensuring that critical cases receive immediate attention, while maintaining the same high level of care for every patient.

3 Implementation

Tucuvi leveraged its secure and encrypted API to efficiently integrate LOLA and the Tucuvi Health Manager Dashboard into the hospital's EHR system, ensuring a secure and efficient data flow for timely, automated follow-ups. The implementation process was structured and collaborative, minimizing disruptions to clinical workflows. Given Tucuvi's ongoing collaboration with Quirón, the process was smoother and efficient as LOLA and Tucuvi Dashboard are already integrated into their EHRs.

2 WEEKS

Conversational Protocol Configuration Phase

In this phase, Tucuvi configured LOLA to follow the same protocol the nurses were already doing and performed initial internal testings to ensure alignment with hospital requirements.

1 WEEK

Client Testing

LOLA's protocol was aligned with Quirón's data model to facilitate seamless data exchange. Extensive testing was conducted using synthetic data to ensure the protocol was aligned with the hospital needs and requirements before going live.

2 WEEKS

Integration

Extensive testing was conducted using synthetic data to ensure the protocol was aligned with the hospital needs and requirements.

Go Live

Tucuvi adopted a phased approach to implementation, starting with a small number of autonomous follow-up calls per day to monitor performance and address potential issues. After one week, the system was scaled up to handle the full patient volume, allowing for timely and efficient patient follow-ups.

RESULTS AND CONCLUSIONS

The implementation of Tucuvi's AI Clinical Agent at **Hospital Universitari Sagrat Cor (QuirónSalud Group)** has brought **measurable improvements** to the follow-up process of patients undergoing **Ambulatory Major Surgery**.

LOLA has become a **key solution** in optimizing the follow-up process, allowing the clinical team to offer **value-based care** while maintaining the same high-quality patient experience.

FOR THE HOSPITAL

- **LOLA is now in charge of calling all patients after their surgery,** and she has already carried out over 3,650 follow-up calls within 24 hours after surgery, ensuring that every patient receives the same level of care without increasing the clinical team's workload.
- By automating the follow-up process, **the hospital has freed up the nurses from 90% of the time they previously spent in manual calling all patients.**

FOR PATIENTS

- **89% of patients answered LOLA's call,** ensuring wide coverage of the follow-up process.
- **87% of patients completed the full conversation,** facilitating the early detection of complications and providing a **consistent, standardized follow-up experience for every patient.**
- Thanks to LOLA, the hospital has been able to identify **22% of patients with a high risk situation needing an intervention from the clinical team,** including cases of **intense pain, intestinal alterations, issues in the surgical area, or increased rescue medication** — enabling faster clinical intervention and preventing complications.

FOR HEALTHCARE PROFESSIONALS

- LOLA has proven to be **highly effective in the follow up and risk stratification process**, automatically prioritizing patients based on clinical risk and helping the nursing team concentrate on those who need urgent care.
- **With LOLA, the nursing team has reduced the time spent on follow-up calls from two full shifts (16 hours a day) to just 1 hour and 30 minutes per day**. This has freed up time for nurses to focus on higher-value tasks within the Ambulatory Major Surgery Unit, allowing for more in-person attention and care to support the recovery of patients in the unit.
- The clinical team has expressed that, thanks to LOLA, they are able to **provide value-based care**, reaching all patients without the need for additional clinical resources.

Following the successful results of the initial phase, QuironSalud Group is planning to **expand the use of Tucuvi's conversational AI across other hospitals in the group** offering Ambulatory Major Surgery services.

As the following step, the solution is set to be implemented at Hospital Infanta Elena, representing a key step towards scaling this follow-up model and bringing its benefits to more patients and clinical teams.

With healthcare systems facing increasing patient volumes and limited resources, Tucuvi's AI solution empowers clinical teams to prioritize care efficiently, optimize resources, and deliver timely interventions — without compromising the quality of care.

By embracing autonomous follow-up, QuirónSalud is pioneering a more efficient, proactive, and value-based model of care, where every patient receives the attention they need, precisely when they need it.

RESULTS AND CONCLUSIONS

Before Tucuvi, we spent a lot of time making calls, trying to reach every patient after surgery. Now, we can dedicate that time to more clinical tasks, while still making sure that all patients are being followed up.

Nurse in the post-ambulatory surgery unit at Hospital Universitari Sagrat Cor