tucuvi

+80% of nurses time freed up from post ambulatory surgery follow-up

The implementation of Tucuvi's Conversational AI at Hospital CUF Cascais has led to significant improvements in patient care and clinical team efficiency. The virtual clinical assistant has been integrated to automate follow-up calls for patients after hospital discharge. This implementation **has resulted in freeing up 80% of the nursing teams' time**, allowing them to focus on higher-value tasks.

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*Tucuvi's clinical conversational AI allows us to monitor patients outside the hospital environment remotely, significantly **improving the continuity and efficiency of healthcare**. It ensures personalized and accessible follow-up for patients while optimizing resources for healthcare professionals and institutions.*

Alexandra Gomes, Nurse at CUF Hospital

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KEY METRICS

80% Nurses time freed up

3,500 Patient Called

8.4/10 Patient Satisfaction

89% Patient Reach

60% Patients require no further follow up by their care team

100% Fully integrated into EHR

60K/year Expanding to all surgeries

CONTEXT

CUF - Hospital and Clinics Portugal

27 — CUF Hospitals & Clinics across Portugal

50 — Specialties provided

64,500 — Surgeries per year

3,000,000 — Outpatient consultations per year

INTRODUCTION

Before implementing Tucuvi's clinical virtual assistant, the nursing team of CUF was doing phone follow-up of the patient that went under surgery.

With over 60,000 surgeries being carried out every year across CUF group, it was becoming increasingly challenging for the nursing team to offer a consistent follow-up experience to patients. Best practices indicated that patients discharged from hospital should receive a follow-up call within 24 hours to identify any potential complications early and ensure timely intervention.

In 2023, CUF joined Tucuvi in a journey to optimize their post-surgery follow-up by implementing our virtual AI assistant.
This was a strategic move to reduce the workload for the nursing teams as well as assure the same good level of clinical support and experience to their patients.

Following this new model, Tucuvi's clinically validated AI would outreach all patients 24h after their discharge, enrol in a natural conversation and identify any potential clinical interventions, alerting the nursing team in case of need. In this way, all patients are consistently cared for, and the ones with needs get faster care.

💡 **Tucuvi's clinically validated AI would outreach all patients a day after their discharge, and would alert the care team of who of those need their intervention.**

STRATEGY & IMPLEMENTATION

1 Challenge

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

2 Solution

Tucuvi worked with the clinical team to **configure a post-surgical follow-up protocol** for patients being discharged from the Ambulatory Surgery Unit.

Upon discharge from the unit, **patients receive a call from our Tucuvi's virtual clinical assistant** within 24 hours of having their procedure and are asked a series of questions about their general well-being, wound care and if their follow-up appointments.

These **questions mirror those asked by the nurses** when they carry out the follow up, facilitating the early identification of those at risk of surgical complications and allowing the timely intervention of the healthcare team.

3 Implementation

Here's how the hospital transformed post surgery follow-up:

Protocol configuration

Fine-tuned Tucuvi's post surgery follow-up based protocol to align with the hospital's clinical practices and **existing questionnaire** that nurses used to follow up patients over the phone as well as other **clinical guidelines**.

The key aspect of the protocols was about offering an equitable follow up service to all recently discharged patients while identifying early on those at risk of complications. The nursing capacity could then be redirected to manage these patients quickly and safely. In this initial phase, both clinical team and Tucuvi configured the call frequency, the alerts thresholds and what specific symptons to monitor.

Healthcare professional training

The clinical team received comprehensive training on the Tucuvi Dashboard. They were also supplied with patient onboarding materials, all with the overarching goal of fostering high levels of patient engagement from the outset.

Go-Live and ongoing support

Following patient onboarding, Tucuvi maintained close collaboration with the clinical team through a tailored schedule of regular control meetings with the clinical team, gradually transitioning from intensive weekly sessions to monthly reviews over six months. This adaptive approach ensured seamless integration, allowed for quick resolution of any issues, and facilitated continuous optimization of the system.

In parallel with this process, CUF and Tucuvi have also worked together in the integration of Tucuvi Dashboard into CUF's EHR, simplifying the patient digital flow and the workload for nursing teams.

RESULTS

The implementation of Tucuvi's Conversational AI at CUF has demonstrated significant results in the post-ambulatory surgery follow-up pathway.

In its first year, the initiative was focused exclusively on day surgeries in Cascais. This targeted approach allowed for a controlled rollout and evaluation of the program's effectiveness, demonstrating a successful integration that freed up 80% of the nursing team's time, enabling them to focus on high-value task.

As a result:

FOR HOSPITAL

With over 80% of nursing time freed up the hospital reallocate nursing resources more effectively, improving overall care quality.

FOR PATIENTS

All patients receive timely follow-up, reducing the risk of missed complications and improving patient safety.

FOR HEALTHCARE PROFESSIONALS

Clinical team has now the ability to flag patients needing further attention allows for timely interventions, potentially reducing readmissions and complications.

Following the successful results of first year, CUF decided to move into a second phase expanding the use of Tucuvi's AI across all clinics and hospitals offering day surgery cases, fully integrated into CUF EHR. The evolution from a localized day surgery program in Cascais to a comprehensive system integrated across multiple hospitals marks a significant advancement in healthcare management for CUF Hospitals.

As healthcare systems continue to face challenges such as staff shortages and increasing patient loads, leveraging clinical, safe, and secure conversational AI plays a crucial role in maintaining high-quality care while managing resources efficiently.

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> *Tucuvi has contributed to **reducing complications, emergency room visits, and improving patient adherence to treatment**, while also enhancing the quality of life for patients and helping to reduce costs.*
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> *Alexandra Gomes, Nurse at CUF Hospital*
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CONCLUSIONS FROM NURSING TEAM AT CUF HOSPITAL

From the nursing perspective, the technological innovation and pioneering approach brought by the Tucuvi platform to health processes such as follow-up for outpatient surgical patients, represents a challenge. It is a sophisticated, practical, and customizable therapeutic tool.

Even in a digital atmosphere, where this innovative project fits, any CUF client can expect to be treated as a person, with timely access to healthcare, delivered with quality and tailored to them. Through the use of the Tucuvi platform, **a nurse can avoid post-surgical complications and others through 24-hour follow-up**. The platform also allows for early referrals, signaling and directing patients based on alerts, providing individualized education to a larger number of clients, and **preventing readmission or emergency visits after outpatient surgery.** This results in savings on necessary human resources and a broader reach for CUF clients receiving post-surgical follow-up.

The platform is designed for **easy operation and efficient**, effective reading of the entire universe of outpatient surgical patients, as well as their post-operative status. In an increasingly globalized path that embraces AI, Tucuvi helps to build client trust, client loyalty to CUF, and improve the overall patient experience at CUF. It also drives a competitive advantage by clearly demonstrating that CUF, through the Tucuvi platform, is accessible and easy to contact, eliminating bureaucratic processes that often lead clients to abandon certain products.

Additionally, it reduces the number of complaints (e.g., conflict management or addressing issues that are relevant to the patient).

This new world of dematerializing previously complicated processes encourages greater productivity and efficiency at CUF.

Rita Alves, Nurse at CUF Hospital