



Medtronic

Integrated Health SolutionsSM

Supporting hospitals to reduce waiting lists

and increase bed capacity
by making same day
discharge a reality

Context and challenges

Elective surgery is facing unprecedented challenges: pressure on workforce availability and a shortage of inpatient bed capacity has resulted in a large backlog of case volumes and increased waiting times.

For example, according to the NHS, nearly 6 million UK patients were on waiting lists as of October 2021¹. This number is the highest since records began in August 2007 and will increase substantially due to the continued disruptions caused by COVID-19. More than a third of patients needing an elective procedure are waiting 18 weeks or longer from their referral (92% should be treated within 18 weeks, according to NHS standards)². We are seeing similar trends in hospitals throughout Europe, the Middle East and Africa.

Delayed and unequal access to timely treatment can lead to the deterioration of the patient's condition and have a negative psychological and social impact³, possibly requiring more intensive and expensive care with poorer outcomes.

Hospitals can address these issues by increasing the number of Same Day Discharge (SDD) surgeries for elective procedures, as opposed to an inpatient pathway. It will provide equivalent or better quality and safety of care using fewer resources and improve timely access to treatment.^{4,5,6} Clinical evidence supports the safety and feasibility of Same Day Discharge in a large range of elective cases.

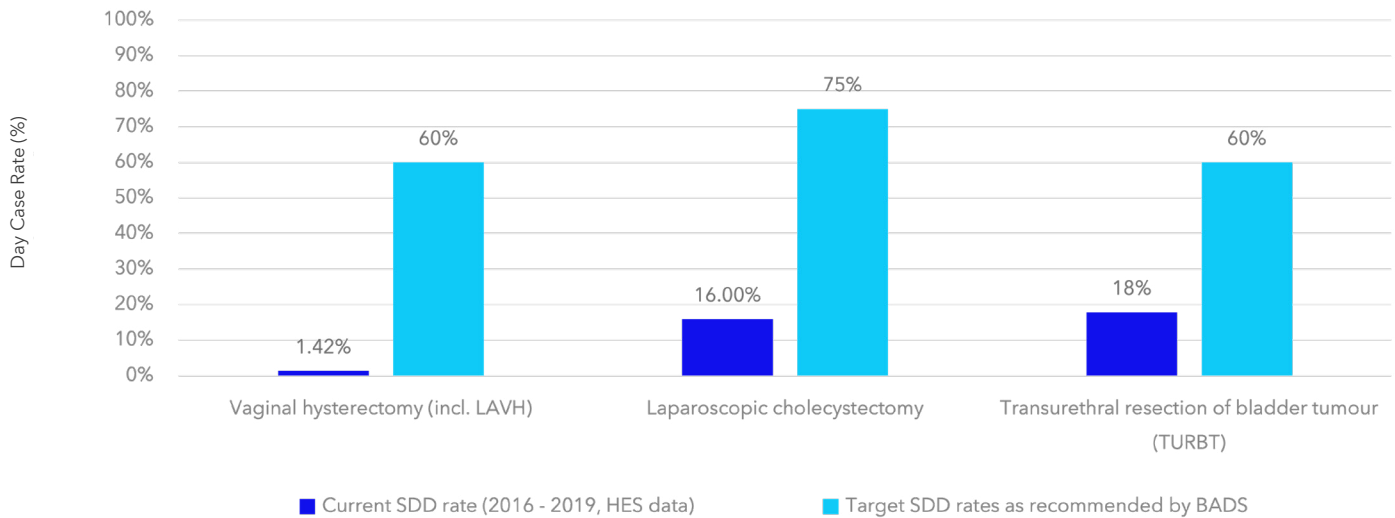
Transitioning from inpatient to Same Day Discharge surgeries is challenging because implementation could require process streamlining that involves new processes and protocols. This could be especially difficult in the midst of the COVID-19 pandemic.



“This is a timely opportunity to demonstrate the value of Ambulatory Surgery as a key component of any strategy to combat the global backlog by maximizing the number of recognized ambulatory procedures performed and by introducing new ambulatory procedures to a hospital’s portfolio.”

International Association for Ambulatory Surgery
statement on the COVID pandemic via their website.

There is a significant opportunity to improve the volumes of Same Day Discharge surgery to meet the recommended levels.



For example, in the UK, 60% of vaginal hysterectomies are recommended to be done as Same Day Discharge surgery, according to the British Association of Day Surgery's publication Directory of Procedures (6th edition). Yet, this happens approximately only 1.5% of the time, according to the Hospital Episode Statistics aggregated hospital activity data available through NHS Digital.

Imagine if there is a Same Day Discharge mindset, and this is achieved for 60% of these procedures. Just from this one procedure, think about the number of beds freed up for true inpatient cases, the resources that can be made available and the better quality of care and access that is made available to patients.

New virus outbreaks and variants are continuing to destabilise providers' ability

to deliver timely elective procedures. Patients' reluctance to be hospitalised in the midst of COVID-19 is another reason to lower the barriers to adoption for Same Day Discharge.

Most hospital leaders and stakeholders understand the benefits that are possible with SDD surgery. The problem is around the implementation. Obstacles to increasing the proportion of patients treated via Same Day Discharge procedures include the ability to safely manage patients with complex comorbidities, limited access to standalone or dedicated Same Day Discharge surgery units or theatre lists, the need to introduce new organisational and operational processes, and embedding the mindset within the multidisciplinary team that Same Day Discharge is the default approach.

The Medtronic Same Day Discharge Surgery Solution

Overview

At Medtronic, we have introduced a solution that helps hospitals accelerate the implementation of Same Day Discharge surgery. The solution facilitates an increased number of patients who can be discharged on the same day of their surgery through digital enablement and same day discharge by default mentality and processes.

We can see the tangible impact of Same Day Discharge across multiple pathways. Some examples are general surgery, gynaecology, urology, orthopaedics, cardiology and ENT.

This paper outlines the potential of Same Day Discharge surgery to address the backlog of procedures and growing waiting lists. The first part covers the key opportunities that can be achieved and the current barriers in place. We then share perspectives on overcoming these challenges through our core solution: digital enablement, process streamlining and adopting a Same Day Discharge mentality. We also cover the value of a virtual reality experience for patients that reduces stress and anxiety, as well as patient-centric surgery lounge areas. At the conclusion, we share examples of impact.

Benefits

Hospitals utilising Medtronic's Same Day Discharge solution have experienced the following:

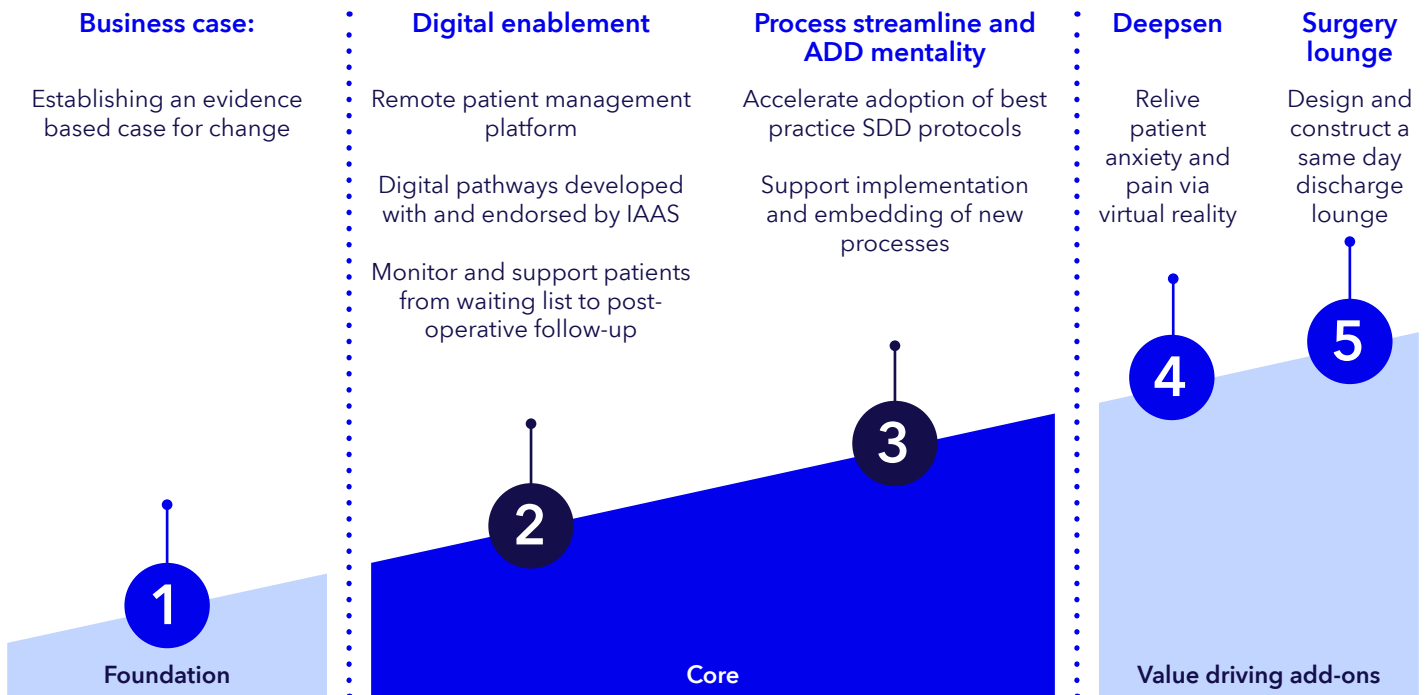
- Increased bed capacity
- Reduced costs
- Freeing up of resources for more complex and emergency inpatient cases
- Fewer cancellations
- Reduced risk of infection due to less time in hospital
- Less potential for symptom deterioration due to shorter waiting period
- Equal access to Same Day Discharge pathways
- Higher patient throughput with the same resources

Medtronic has a proven track record in making the aspiration for Same Day Discharge surgery a reality across 8 EU countries and 20+ projects. We have the right digital platform to support the remote management of patients.

Our experience ensures that a Same Day Discharge surgery by default mentality is adopted in a quick and sustained way.



Our offer, developed in partnership with the International Association for Ambulatory Surgery (IAAS)



Foundation

Business case: establishing an evidence-based case for change. At the foundational level, Medtronic quantifies specific ways that Same Day Discharge can reduce the hospital's costs and increase activities.

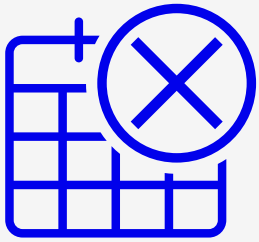
Core

Digital enablement: manage and support patients via digital tools throughout their Same Day Discharge pathway. Through digital tools, patients can take greater control of their surgical pathway and become key stakeholders in their treatment. Our multichannel and multispecialty Get Ready® platform educates and prepares patients, giving them a more active role in managing their health. This patient empowerment and preparedness can reduce cancellations and increase adherence to medication and treatments.

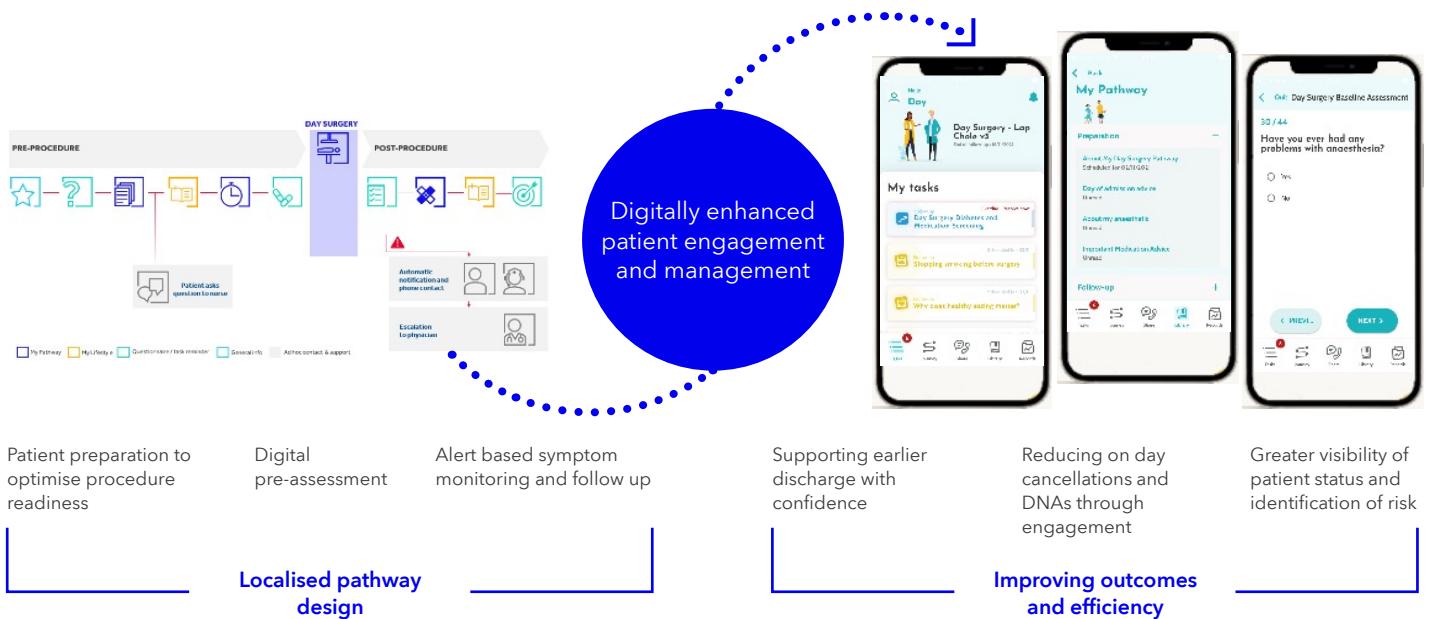
“This solution helps the patient become a key stakeholder in their own treatment. It is exciting as it represents quality care.”

Professor Doug McWhinnie and Dr. Ian Jackson of the IAAS.

Get Ready® enables remote patient management for effective pre-op assessment and post-op discharge, allowing for reduced contact time with the hospital setting throughout the pathway and inbuilt alerts and reminders to accommodate patients with more complex needs. Clinical teams can have the confidence to action Same Day Discharge by default due to the automated provision of information and monitoring mechanisms the digital platform provides for them and their patients.



“Cancellations on the day of surgery are a disaster for clinicians, the patient and overall throughput,” added McWhinnie and Jackson. “The digital pathways embedded within Get Ready® prevent errors in the system by including automated checks to the patient related to issues like chronic conditions or medication. This gives the clinical team time to rectify any issues before the day of surgery – this is really powerful.”



Process streamlining and Same Day Discharge mentality: support a new way of working.

The Same Day Discharge solution generates these benefits by driving a multidisciplinary mindset shift. It accelerates the adoption of best practice Same Day Discharge protocols and supports the implementation and embedding of new processes.

Pathways and perioperative protocols, developed with the IAAS, are strategically deployed in collaboration with each hospital. The protocols are adapted and localised for each hospital to support the successful embedding of Same Day Discharge surgery pathways with digital enablement from preparation through to follow-up.

Process streaming and adoptions of a Same Day Discharge mentality are implemented through:

- Pathway mapping
- Medtronic's standardised pathways are available across a range of specialities
- Including, but not limited to, General Surgery (laparoscopic cholecystectomy, hernia), gynaecology, urology, orthopaedics, ENT and cardiology
- Adapting and localising processes and protocols for each hospital to enable successful Same Day Discharge surgery patient selection, admission and discharge
- Focus on the patient experience
- Training of staff
- Change management support
- Continuous improvement by tracking actual performance vs. expectation and then adjusting as needed

Value driving add-ons

Deepsen: relieves patient anxiety and pain via virtual reality. Part of our solution allows hospitals to leverage virtual reality to improve the patient experience. Patients put on the Deepsen glasses pre-operatively to get more educated about their procedure pathway. During the procedure, Deepsen helps to manage patients' anxiety. Post surgery, it serves as a pain management technology. The overall process improves the patient and physician's experience and increases the likelihood of a successful Same Day Discharge.

Surgery Lounge: design and construct a Same Day Discharge lounge. Suboptimal infrastructure and capacity can hinder the implementation of Same Day Discharge. Medtronic can assist hospitals by investing in modifying existing infrastructure or creating additional capacity to increase the number of Same Day Discharge surgeries. This involves the design and construction of additional theatre space and lounges. This comfortable lounge features reclining chairs that make patients feel less hospitalised and

Medtronic manages the end-to-end process on time and within budget.

Impact of implementing Same Day Discharge

St. Antonius,
Netherlands

Freed up
10 clinical
ward beds.

Rigshospitalet,
Denmark

Freed up 5 clinical
ward beds; an average
€500 cost-savings
per case.

Hospital in
the UK

Reduced
cancellations
by 94%.

Hospital in
the Netherlands

Enabled handling
of 2 additional
cases per day
at the ward.

What our patients and customers say

“It made me feel comfortable and confident in my treatment.”

- patient.

Staff at the hospital have commented on the new structured approach towards a more patient-friendly way of working.

“The current set up is user friendly and allows for flexibility during admission and discharge.”

- Day ward lead nurse.

“The new process allows for increased flexibility and throughput of day case patients. Personnel appear happy and patients seem satisfied and well cared for.”

- CathLab manager at the hospital.

About Medtronic IHS

Integrated Health SolutionsSM builds on Medtronic's unique combination of capital resources, process optimization expertise and therapy knowledge. In cooperation with medical institutions, IHS develops innovative services and solutions to improve efficiency, reduce costs, facilitate patients' access to different types of treatment, and improve outcomes.

Interested in improving your hospital's therapy pathway?

Visit our [website](#), reach out to your Medtronic contact or email us at: integratedhealthsolutions@medtronic.com

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References

1. NHS England, Consultant-led Referral to Treatment Waiting Time ([Link](#))
2. NHS Referral to Treatment ([Link](#))
3. Oudhoff, 2007 ([Link](#))
4. Devin, 2020 ([Link](#))
5. Kelmer, 2021 ([Link](#))
6. Lee, 2016 ([Link](#))

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