Case study

75% freed up time from routine post-infiltration follow-up

Hospital Universitario Fundación Jiménez Díaz, part of the Quirón Salud Group, is a leading hospital undergoing a digital transformation journey to deliver high-quality care more effectively and efficiently. As part of their roadmap, they streamlined the Post-Infiltration Care Pathway. A form in the hospital app is used to follow up with patients, and those who do not complete the form are contacted by a nurse.

On average, **600 patients per month needed to be called** for form completion, which equates to 25-30 patients per day or one nursing shift.

After incorporating LOLA, the clinical team was able to reduce their workload by 75%, needing to call only 5-6 patients per day.

Hospital Universitario Fundación Jiménez Díaz
Grupo quirónsalud

> The biggest *impact* has been the increase of time I have to focus on face to face visits, *prioritizing patients* that need me and *reinforcing health education*.
>
> — Nurse

Key metrics

15.75	4,843	74.2%	75%
Nurse days freed up per month	Patients contacted	Completed questionnaires	HCPs workload reduction

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Case study

Context

Hospital Universitario Fundación Jiménez Díaz, *part of Quirón Salud Group*

+680	147K	+3,000
Beds	Population	Employees

Introduction

The hospital's interventionist rehab specialty carries out around 10,000 treatments each year. Following an infiltration procedure, patients are required to complete a follow-up form regarding their overall well-being after the treatment.

The form is made available on the online patient portal 1.5 months after the procedure and remains active for 3 weeks for the patient to fill in.

If the form is left incomplete or not filled in, the nursing team is notified, and they have a week to contact the patient.

Due to limited capacity, they make only 1 attempt to reach out to these patients, which reduces the likelihood of successful communication. The nurse can contact an average of 25-30 patients per day, spending between 10 to 20 minutes on each patient. The hospital assigns a dedicated nurse to handle this workload.

Before LOLA, on average, 25-30 patients had to be called every day, spending between 10 to 20 minutes on each patient.

After LOLA, the clinical team was able to **reduce** its workload by 75%

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Strategy & implementation

1

Challenge

The hospital has implemented Tucuvi and LOLA to automate post-infiltration care pathway process to **reduce workload and use clinical resources more efficiently.**

2

Solution

- Tucuvi worked with the hospital team responsible of the post-infiltration process to develop and implement a conversational protocol based on the one they already had functioning in their platform.

- LOLA, Tucuvi's virtual clinical assistant, transformed the process by autonomously calling all patients who didn't complete the form 10 days prior to expiration.

- With the objective of reducing nursing workload and improving process efficiency, LOLA's expected outcome was 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 made up to 4.

3

Implementation

Tucuvi used a secure and encrypted API to integrate LOLA and Tucuvi Health Manager Platform Dashboard into the hospital's EHR. During the onboarding and first 2 weeks Live, Tucuvi and hospital's teams met on a daily basis. From there, there are weekly touch-points if necessary and monthly reports.

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.

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Results

Since the integration of LOLA:

1. Over the course of 8 months, **LOLA has saved 882 hours in call time.** This equates to a saving of 15.75 days per month.
2. **Out of 4,843 patient calls made,** LOLA was able to speak with 3,991 of them, and complete forms with 3,596 of them.
3. 9,481 calls were made in 8 months, leading to a **75% reduction in workload.**
4. Nurses now only need to **focus on the last patients that have not been located,** and they can see an average of 5-6 patients per day.
5. As a result, **nurses have more time to focus on face-to-face visits, health education and treatment reinforcement.**

Patients were called by LOLA without a previous onboarding process or knowing the existence of the service.

105
Days of work freed-up in 8 months

59.4 %
Patient reach

90 %
Patient engagement

75 %
Reduction in HCPs workload

Conclusions

Over the course of 8 months, LOLA was able to automatically complete 3,596 forms, so 74.2% of total forms needed to be completed.

To do so, she needed to make almost 10K call attempts; LOLA made 4 attempts to reach the patient from only 1 made by the nursing team. This time translated into a workload reduction of 75%, which allowed nurses to focus on those patients who had not been located and to reinforce face to face visits, health education and treatment reinforcement.

LOLA's engagement rate, measured as the ratio between patients completing the form during the call and patients answering LOLA's call, was 90%, showing how easy and comfortable the interaction with LOLA is.

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