Primary Care and the Perioperative Surgical Home

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**BACKGROUND**

A Perioperative Surgical Home (PSH) is a patient-centered, physician-led, multidisciplinary, and team-based system of coordinated care for surgical patients. The PSH coordinates care and transitions from the decision to operate through the intraoperative course and return to primary care, using the anesthesiologist to coordinate care. The PSH model has been developed using the guiding principles of the PCMH, which focuses on coordinated care in the primary care practice.

**PRIMARY CARE PHYSICIAN SURVEY**

**Objective:**
Primary care physicians (PCP) were surveyed to understand how the surgical teams can better coordinate care with primary care.

**Methods:**
- Email request to UMMHC primary care physicians to complete a survey on Survey Monkey
- 38 Primary Care Clinicians completed the survey
- Responses were aggregated, analyzed and shared with the PSH Pilot Team

**Survey Question #1:**
What is the current level of communication in perioperative care with you, specifically in regard to pre-operative and post-operative communication about your patient’s planned surgery and the outcome of the surgery?

**Comments:**
- "Would like concise short statements instead of long winded narration." *Dr. Y communicates via letters, dictations very well.*
- "Engaged Leadership"

**Survey Question #2:**
What would be the best way to communicate information to you about your patient’s surgery and outcome?

**Survey Question #6:**
When would you prefer to see your patients after major urologic surgery?

**RESULTS SUMMARY**

- Concise, useful communication about mutual patients is important to PCPs
- No need for immediate follow-up appointments with PCPs unless necessary; suggest appointments 2–4 weeks post-discharge
- Defining roles of PCP and surgeon is important

**QUALITY IMPROVEMENT INTERVENTIONS:**

- Communication
  - Pre-operative: PCP is notified about patient’s upcoming surgery
  - Post-operative: Discharge note sent to PCP

- Patient Education
  - Provided at pre-op and post-op
  - Patient packet created so patient can carry materials throughout PSH stages
  - Calls from Urology Department at 2 and 30 days post-discharge to identify patients’ issues and answer questions

- Follow-up Appointments
  - Prior to discharge, PCP follow-up appointments are made for 2 weeks after discharge

**NEXT STEPS**

- New survey will be sent to PCPs who have patients involved in the pilot
- Questions will be more focused, based on findings from this initial survey
- Continue interventions and measure changes over time
- Add PCP involvement in the Pilot Steering Committee