

# Quantifying the Value of a Congenital Catheterization Nurse Navigator

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Authors have no financial relationships to disclose

## Background

- The Congenital Catheterization Nurse Navigator (CCNN) is a novel position in our catheterization laboratory.
- The navigator has responsibilities before the catheterization, during associated hospital stay, and in patient follow-up after discharge.
- This position adds immense value to patient care, but, given current climate, there is a need to quantify the navigator's contribution and ensure sustainability of the position.

## Aim

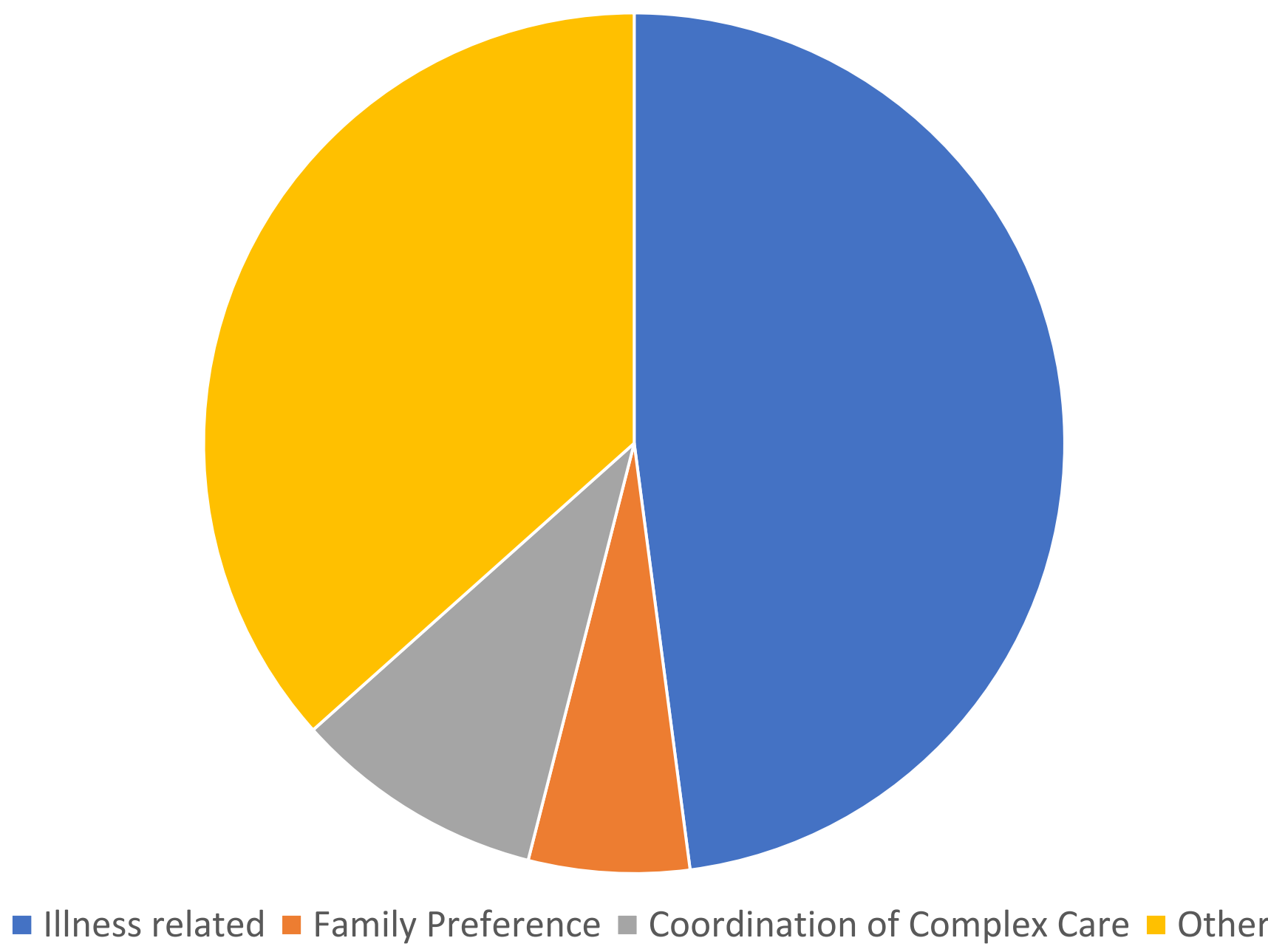
- To objectively characterize the contribution of our CCNN to the care of patients undergoing catheterization at our center:
  - Prior to catheterization: cancelled slots filled with another patient
  - Hospital stay: % patients discharged before noon the day after catheterization
  - After discharge: post discharge phone call

## Methods

- From 2019 – 2021, we retrospectively analyzed the navigator's benefit to our program.
- To assess the benefit prior to the catheterization, we evaluated cancelled catheterization slots that are then successfully filled with another patient such that the catheterization slot is not lost.
- To assess the value during the catheterization-associated hospital stay, we evaluated the percentage of patients that are discharged prior to noon on the day following the procedure (institutional goal).
- To quantify the benefit after discharge, we evaluated patient/parental concerns at the post discharge follow-up phone call.

## Rescheduled Cancellations

Reason for Cancellation 2019-2021



Status of Cancelled Catheterization Slots 2019-2021 (n=265)	Number (%)
Cancelled Slot Not Filled	162 (61%)
Cancelled Slot Filled with Another Patient	103 (38%)

## Rescheduled Cancellations

Filling Cancelled Cath Slots Improves Revenue	
Estimated Average Profit per Catheterization Procedure (general estimate)	\$10,000.00
Approximate Retained Revenue by Filling 103 Cancelled Cath Spots	\$1,030,000.00

## Post Discharge Phone Follow-Up

Outcome of Follow-Up Phone Calls in Patients 3-7 d after Cath 2019-2021	Number (%)
No Patient/Parental Concerns	1,185 (89%)
Patient/Parental Concerns Present	132 (9%)

132 Patient/Parent Concerns	Number (%)
CCNN Addressed without Physician Assistance	113 (85%)
Interventional Cardiologist Input Needed (most via email)	19 (14%)

## Discharges Before Noon

Outpatients Requiring Overnight Stay after Cath	2019	2020	2021
% Patients D/C'ed the Next Day Before Noon	88%	92%	93%
% Patients D/C'ed the Next Day After Noon	12%	8%	7%

## Limitations

- May not be able to generalize data to all programs
  - Ability to triage phone follow up may vary based on CCNN clinical experience.
  - Congenital Catheterization Nurse Practitioner also helps support the program and CCNN.

## Conclusions

- The CCNN improves patient care and optimizes the efficiency of the congenital catheterization program.
- The CCNN financially benefits the program by helping to fill catheterization spots that are cancelled.
- The CCNN helps facilitate early patient discharge which is an institutional goal.
- The CCNN provides valuable post-discharge follow up and handles most patient/parental concerns without MD help.

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