Hoteling Approach to Increasing Patient Access: Impact of A Surgical Hospitalist APP

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BACKGROUND

• Post-COVID-19, our institution’s systemwide surgical depot was saturated with patients requiring postoperative beds.
• The hybrid care hotel model, implemented at Mayo Clinic, emerged as a solution to enhance hospital capacity for adult surgical patients
• Drawing inspiration from this model, we designed a novel program specifically tailored for our institution’s pediatric patients.
• The Hotel Overnight Proximal Stay (HOPS) program was developed to increase patient access to acute care beds.

PURPOSE

The objective of this study is to examine the role of physician assistants (PAs) in HOPS and to evaluate the program’s safety and efficacy at our institution.

METHODS

• Eligible patients and their guardians are identified, informed about the program, and can opt to stay at a partnered hotel upon discharge.
• The stay, parking, medical support, and familial accommodations are paid for by the hospital.
• PAs are available 24-hours a day to provide patient education and care.
• Before hotel departure, patients engage in a telehealth session to discuss discharge and subsequent follow-up instructions.
• Figure 1 outlines patient flow in HOPS.
• Efficacy and safety of HOPS evaluated descriptively between July 2022 and February 2024.

RESULTS

• 193 patients enrolled, 46 returned home, 239 total beds saved.
• The mean age was 10.5 years (95% CI: 3.3-17.9).
• Median distance between the patient’s homes and the hospital was 194 miles (IQR = 102-349) (Figure 2).
• PAs have completed 187 telehealth visits and scheduled 140 follow-up visits.
• 14 different medical and surgical specialties have utilized the program (Figure 3).
• 10 patient-initiated calls, 2 escalations, and 0 returns to the emergency center or operating room.

CONCLUSION

• HOPS increases inpatient capacity by providing families with the opportunity to move to a less stressful environment while they trial leaving the hospital.
• The success of this model hinges on the support of PAs, who play a critical role in program implementation and maintenance.
• With the constant availability of PAs, the 24-hour conversion rate for patient readmission or return to the operating room was 0%, suggesting a positive outcome in terms of patient recovery and safety.
• Success of HOPS has resulted in planned expansion to our community and satellite campuses.

REFERENCES


![Fig 1: HOPS patient flow diagram](image1)

![Fig 2: Distribution of patient distance from the hospital](image2)

![Fig 3: Breakdown of HOPS enrollment by department and specialty](image3)