

## BACKGROUND

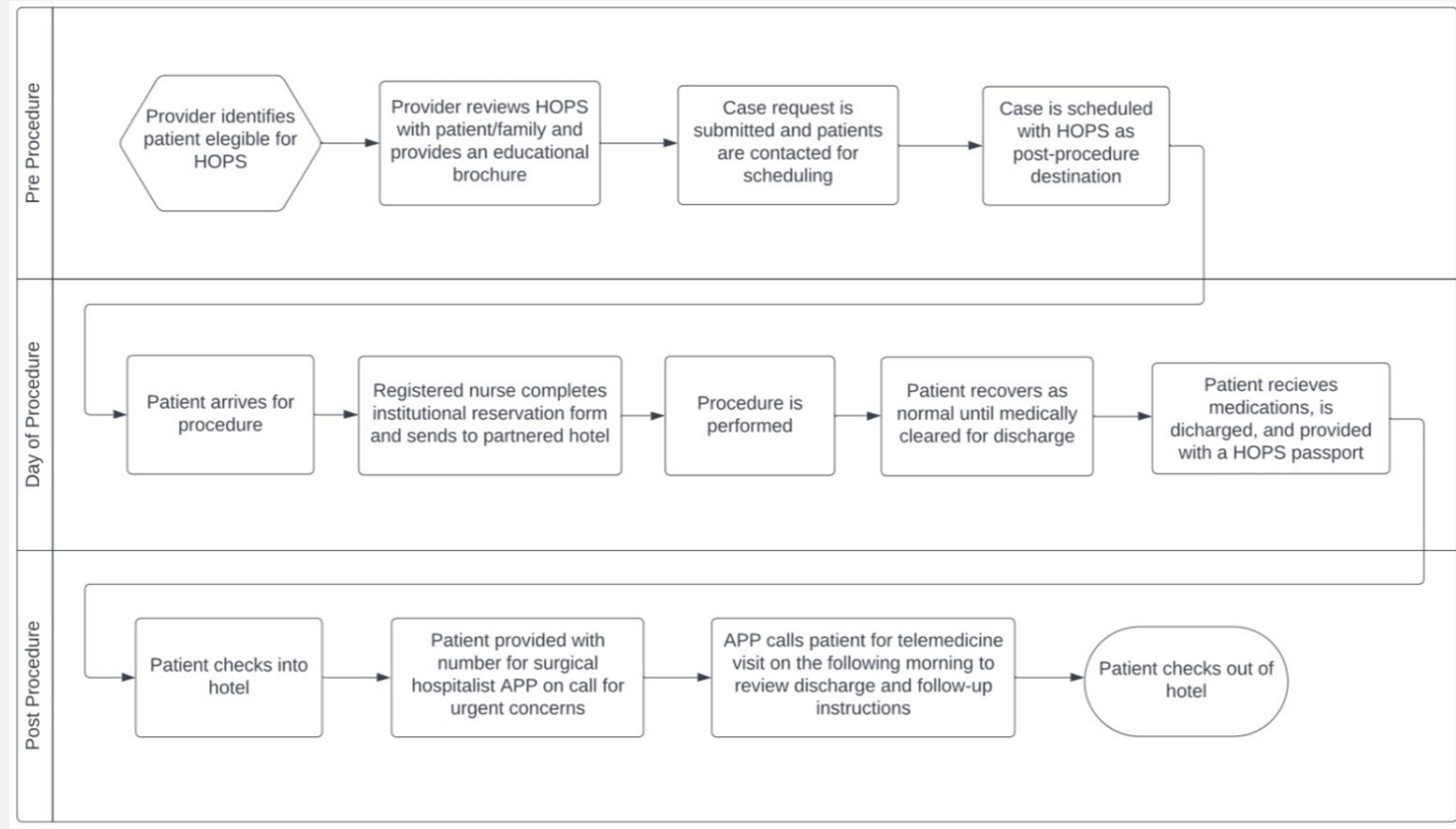
- Post-COVID-19, our institution's systemwide surgical depot was saturated with patients requiring postoperative beds.
- The hybrid care hotel model, implemented at Mayo Clinic, emerged as a solution to enhance hospital capacity for adult surgical patients.<sup>1</sup>
- Drawing inspiration from this 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

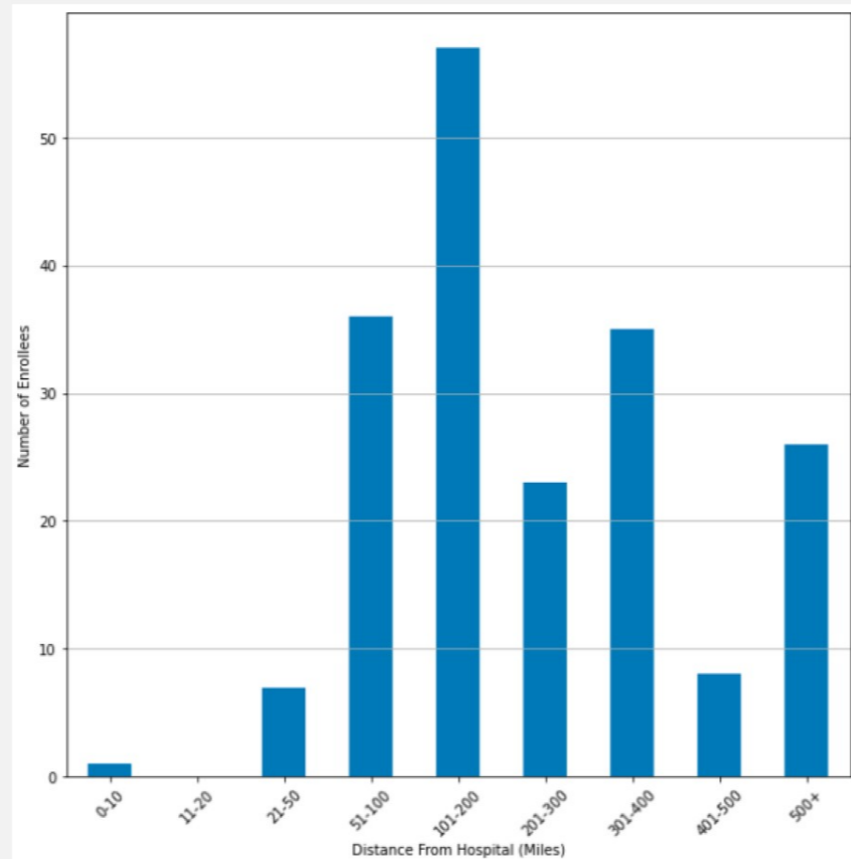
The objective of this study is to examine the role of physician assistants (PAs) in HOPS and to evaluate the program's safety and efficacy at our institution.

## METHODS

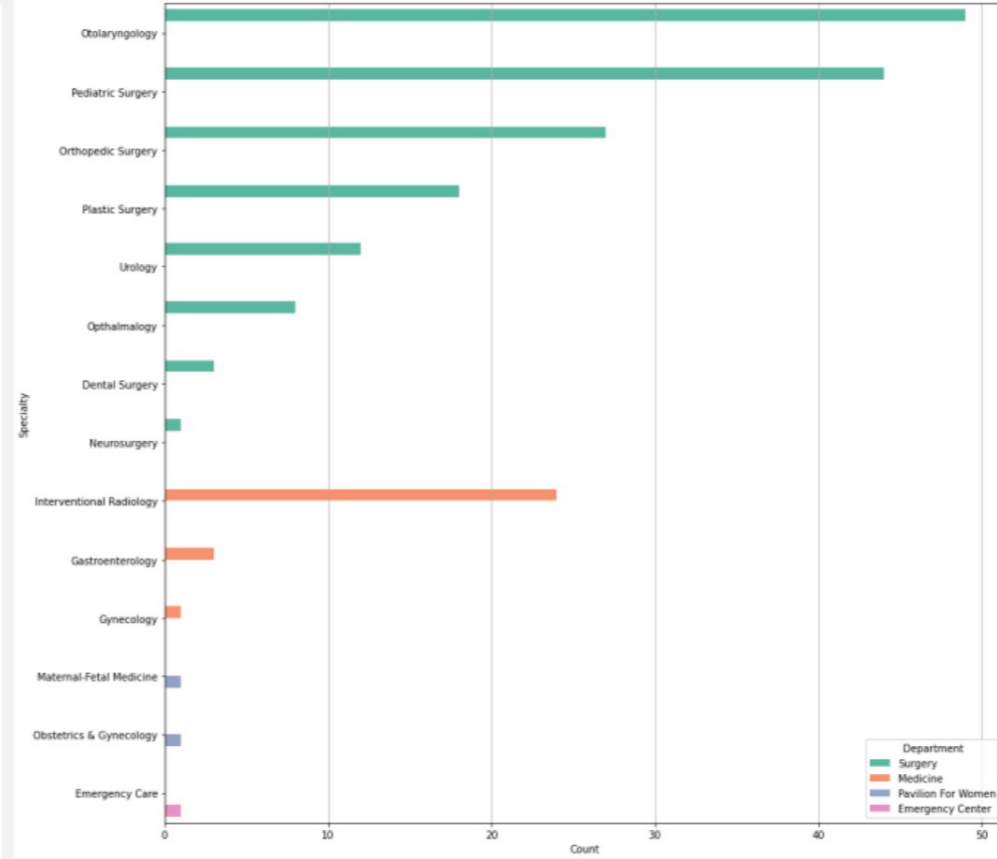
- Eligible patients and their guardians are identified, informed about the program, and can opt to stay at a partnered hotel upon discharge.
- The stay, parking, medical support, and familial accommodations are paid for by the hospital.
- PAs are available 24-hours a day to provide patient education 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.



**Fig 1:** HOPS patient flow diagram



**Fig 2:** Distribution of patient distance from the hospital



**Fig 3:** Breakdown of HOPS enrollment by department and specialty

## 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

1. Chadha RM, Paulson MR, Avila FR, et al. Surgical patient satisfaction with a virtual hybrid care hotel model: A retrospective cohort study. *Ann Med Surg.* 2022;74:103251. doi:10.1016/j.amsu.2022.103251