

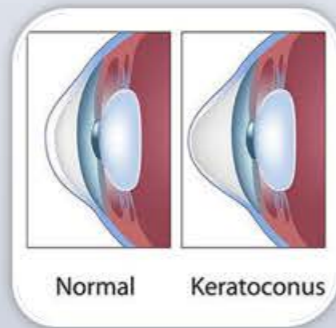
Massachusetts Eye And Ear Pre-Procedure Benefits of Interacting with Patients

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Healthcare Studies

Introduction

- Massachusetts Eye And Ear(MEE) is an international center for vision and hearing.
- MEE is ranked #1 in New England and #4 in the nation by U.S News. 2019-2020
- MEE has over 20 different locations in Massachusetts.
- MEE was one of the first hospitals to offer corneal cross-linking



What is keratoconus?

Keratoconus is a rare eye condition that affects less than 200,000 people. The clear tissue on the front of eye (Cornea) thins and bulges outward into a cone shape making vision blurry.(Boyd, 2020)

What is Corneal Cross-linking ?

It is a procedure in which the epithelium of the eye is scrapped away. An eye drop called Riboflavin is then placed on the eye. Lastly, a UV light is used to activate a bond. The eyes collagen fibers form and strengthen.

Objectives

- To identify common patients' questions and concerns about the cross-linking procedure.
- To communicate with patients including
 - Cross-linking procedure info:
 - Pre-op and post op instructions
 - Other commonly asked questions
- Create a list of frequently asked questions based on past patients inquires to use when calling current patients.
- Due to the large volume of patients who visit MEE daily, patients between the ages of 18-24 were the focus of this project.
- Excel was utilize to document data collection.

Materials & Methods

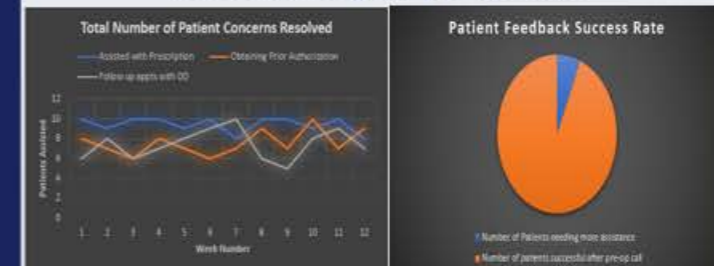
Related Literature

- A telephone review service is acceptable to patients, cost-effective and reduces the number of unnecessary outpatient reviews.(Gray, Sut, Badger, & Harvey,2010)
- Calling patients three days before surgery to discuss preoperative instructions caused less confusion on the day of surgery. (Haufler & Harrington, 2011)
- Keratoconus first appears in individuals in their late teens and early twenties and can progress over 10 to 20 years ('Corneal Disease & Surgery Cross-linking,'2019)

Results

	1	2	3	4	5	6	7	8	9	10	11	12
Assisted with Prescription	10	5	10	10	9	10	8	10	10	9	10	8
Obtaining Prior Authorization	8	7	4	8	7	6	7	9	7	10	7	9
Follow up appts with OD	6	8	6	7	8	9	10	6	5	8	9	7
TOTALS	24	24	22	25	24	25	25	25	22	27	26	24

Out of 110 patients in a 12-week period, this tables represents the number of patients assisted during the pre-op calls.



The chart above shows that many patients assisted had issues with the start date of their antibiotic eye drop, Steroid, and preservative free artificial tears.

Conclusion

Based on the information above the patients who received phone calls felt like they had a better experience at Mass Eye & Ear. Several patients mentioned how easy it was to follow the treatment protocols once they received the pre-op call. All but 8 patients were able to complete all tasks without further clarification, which speaks to their experience with MEE. Throughout this journey, I learned how to use EPIC, the most used medical records tool within the healthcare field. I also learned about a department that was unfamiliar to me. This experience helped me eliminate Ophthalmology from my list of potential fields that I would like to work in. I learned all about the various aspects of the eye, including the different surgical procedures. I was also provided the opportunity to observe some surgeries. I discovered that this field is very complex, and while my experience was valuable, I believe there are other departments that may be a better fit for me.

Acknowledgments

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