

Centralizing Weekly Admissions Communication to Reduce Email Burden and Enhance Coordination for Inpatient Clinical Research

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Background:

When NYU began utilizing the inpatient oncology unit for clinical research trials in 2017, there was no standardized communication process to summarize anticipated admissions or provide a structured forum for questions. Instead, multiple separate email threads were generated for each individual admission. This fragmented approach created a substantial email burden and complicated coordination between inpatient staff and clinical research teams caring for research participants.

Goals:

Primary Objective

- Streamline communication among key stakeholders

Additional Objectives

- Promote closed-loop communication
- Enhance collaboration between the inpatient unit and clinical research teams
- Reduce the overall volume of emails

Outcomes:

- In the six months prior to implementation of the weekly email, there was an average of 102.2 emails per month regarding research admissions, with an average of 4.8 (Median 4.5, Range 5) admissions per month
- After implementation of the new workflow, the average number of emails decreased 50.8% to 50.3 (Median 36, Range 67) per month despite an increase in the average number of admissions per month from 4.8 to 6.2
- Following the introduction of a shared, centralized document for staff to complete, the monthly email volume over the subsequent three months decreased further to an average of 42.7 emails (Median 39, Range 15), with a continued increase in admissions to an average of 10 patients per month

| Before implementation: | After weekly email implementation: | After shared document added: |
|------------------------|--|------------------------------|
| 102.2 emails/month | • 50.3 emails/month • 50.8% reduction in email volume | • 42.7 emails/month |
| 4.8 admissions/month | 6.2 admissions/month | 10 admissions/month |

Solutions and Methods:

Beginning in **May 2024**, the team implemented a **centralized weekly email thread** for all anticipated research admissions. Each week:

- Research teams submit expected admissions for the following week
- Responses are compiled and verified by Thursday
- A consolidated list is shared with the inpatient team

This process was later strengthened by introducing a **shared centralized document** to improve visibility, support record keeping, and further reduce redundant admission-specific email threads



Future Directions:



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