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Summary

New technologies to optimise clinical practice in endoscopic nursing

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A gastroenterology nursing team implemented workflow coordination tools and AI technologies to address communication breakdowns and improve care processes in endoscopy and outpatient settings.

KEY POINTS

- The speaker's team used a lean approach to map patient journeys and identified that the main problem was coordination and communication, not lack of knowledge or effort.
- They organized internal communication using Teams and Planner to create a single visible workflow where every request is recorded once, assigned to a responsible professional, and tracked in real time until closure.
- The team has tested real-time polyp detection with Olympus systems acting as a second observer during endoscopy, with implementation in progress.
- For physicians, the speaker reported that AI transcription in consultations automatically produces structured clinical reports, is currently in use, and has been very good for doctors by giving time back to the patient.
- The speaker identified three key learnings: process comes first and technology only supports change, structure must exist before digitizing, and work must be visible to be improved or recognized.

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