3 Book Elective Patients 2/4 Weeks In Advance, At Minimum

Challenge Identified

Advanced booking processes vary and are not consistently followed by surgeon offices. Last minute bookings result in case delays, late starts, and same day cancellations, often due to patients not being seen in the Pre-Anesthesia Clinic (PAC). Three of the top ten reasons for same day cancellations may be avoidable if patients are seen in the PAC in advance.

The Central Zone Perioperative Team was interested in ensuring that surgeons' offices are following appropriate advanced booking practices, such that all elective surgical candidates can receive appropriate preoperative care, to improve perioperative efficiency and maximize OR utilization.

Early Impact

- Delays due to 'avoidable reasons' have decreased.
- On time starts have increased at HI and VG.
- Two elective block times have had to be reassigned due to non-compliance.

Solution Implemented

A Standard Operating Procedure (SOP) was implemented across Central Zone outlining that:

- Elective patients at the VG and HI must be booked in Novari a minimum of 14 calendar days before the scheduled date of surgery. Elective patients at DGH and Hants must be booked in Novari a minimum of 28 calendar days before the scheduled date of surgery. This will allow sufficient time to arrange clinic appointments, consults, and investigations.
- If a surgeon's office does not have a full list of patients booked in Novari a minimum of 14 days (VG & HI)/28 days (DGH & Hants) ahead of their scheduled block, the surgeon's block time will be re-assigned.
- If a patient's surgery date is unknown but the surgeon plans to operate on the patient within the next three months, the patient should be booked in Novari as early as possible, using December 25th as the surgical date. By utilizing 'Christmas Day Booking', patients can be assessed in the Preoperative Anesthesia Clinic and prepared for their upcoming surgery without a predetermined surgical date.

Next Steps

Recommendation:

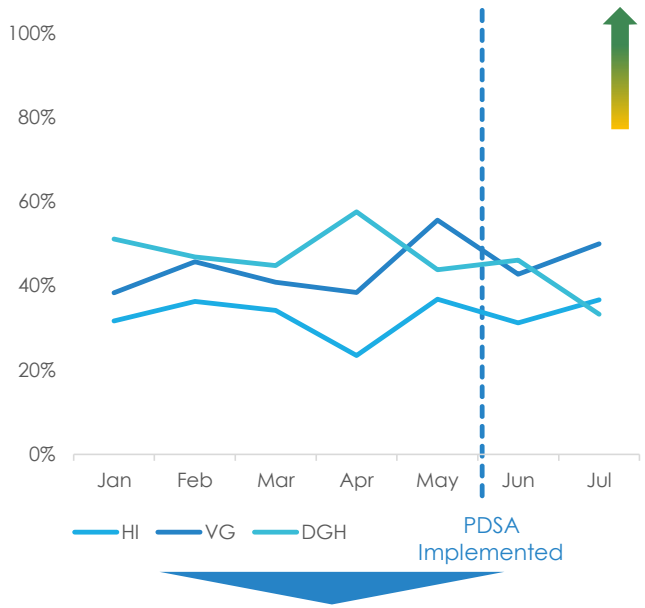
- Adopt current processes as implemented.
- Continue to monitor.

NOVA SCOTIA

nova scotia health

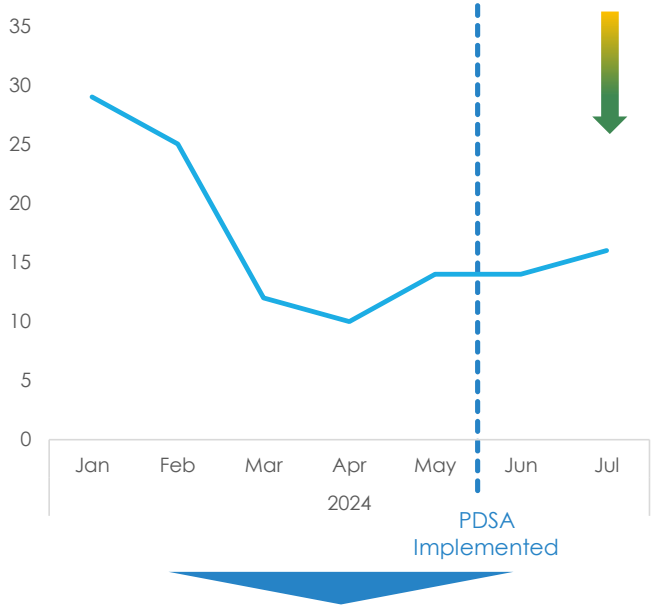
3 **Results & Impact**: Book Elective Patients 2/4 Weeks In Advance, At Minimum

First Case On-Time Starts (within 5 mins)



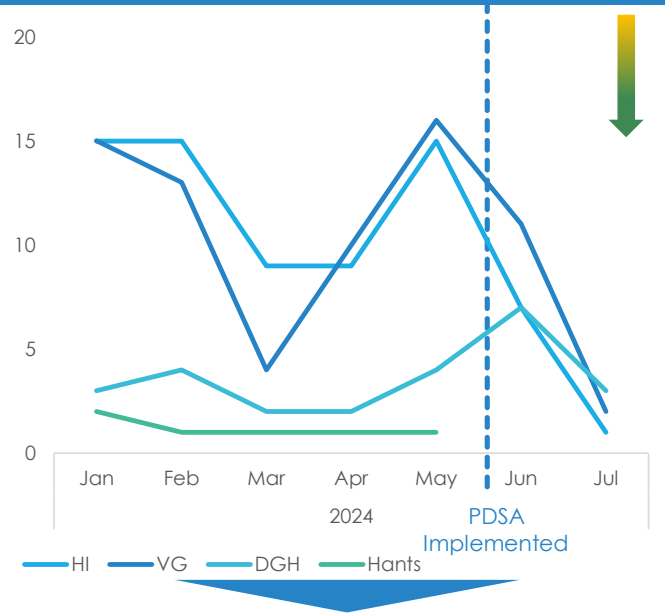
- HI and VG have experienced increases from June to July in first case on time starts. While, DGH has experienced a decrease.

OR Case Delays Due to Avoidable[2] Reasons



- All sites have experienced a slight increase in OR case delays from May to June.

Same Day Cancellations Due to Avoidable[1] Reasons



- All sites have experienced a decrease in the number of same day cancellations due to avoidable reasons from May to July.

1. Avoidable Cancellation Reasons - OR: FURTHE, EVAL/CONSULT REQD, PATIENT : ABNORMAL BLOODWORK, PATIENT : NO SHOW/FORGOT, PATIENT : NOT NPO, PATIENT : SURGERY NOT NEEDED, PATIENT: ABNORMAL, BLOODWORK
2. Avoidable OR Delay Reasons - AN: ANAESTHESIA PT EVALUATION, MD: CONSENT NOT OBTAINED, MD: HISTORY & PHYSICAL NOT OBTAINED, MD: INCORRECT PROCEDURE BOOKING, MD: MD PATIENT EVALUATION, MD: OPERATIVE SITE NOT IDENTIFIED, OR: DAYSURGERY ASSESSMENT, OR:WTNG F DELEGATION/SUBS DECISION MAKER, PT: MEDICATIONS REQUIRED PREOP, PT: PATIENT TESTS/BLOOD WORK NOT DONE, PT: SPEAK TO SURGEON PRIOR TO O.R.

Sources: Elective Cases Booked in Advance from PAR NS. First Case on Time from Tableau. Cancellation and Delays from ASM.

NOVA SCOTIA

nova scotia health