

SURGICAL ADMISSIONS TESTING CENTER CHART PREPARATION PROCESS

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Background Information: In the Pre-anesthesia testing and evaluation center for surgical outpatient/same day admit patients' surgical charts were not being prepared greater than three days prior to scheduled surgery, even when the surgery was posted several weeks in advance. There was repetition of work and unclear roles between nurses and medical office assistants (MOA). Patients needing anesthesia and medical clearance were not being identified until a day prior to scheduled surgery resulting in delayed scheduling of pre-anesthesia testing appointments. This led to dissatisfaction of patients, surgeons and Admissions Testing Center (ATC) staff, and potential cancellation of surgery on evening prior to the scheduled surgery date.

Objectives of Project:

- Redesign work process to facilitate reaching patients as soon as surgery is scheduled.
- Consistent standard process of chart preparation, documentation, and communication
- Reduce waste by eliminating redundant work
- Increase percentage of completed charts

Process of Implementation:

- The Lean method of process improvement was used with focus on reduction of waste
- Team of nurses and MOAs established to define roles, identify wastes and barriers, and to standardize chart preparation and communication process
- Designed worklist for nurses and MOAs to replace OR schedules that were printed twice a day
- Set up mass email function to reach patients day after the surgery date is posted
- Automation of reports and elimination of manual collection of statistics
- Monitor sustainability

Statement of Successful Practice:

- The implementation of redesigned standard work process has saved approximately 3.5 hours each day on administrative and redundant tasks (20 wastes) which allows staff to reach more patients sooner
- Able to reach patients earlier to screen and schedule pre-anesthesia testing and evaluation appointments
- Improved staff engagement and satisfaction

Implications for Advancing the Practice of Perianesthesia Nursing: Standardized process reduces errors and redundancy. Promotes staff accountability and collaborative problem-solving to enhance work efficiency and patient safety in the perianesthesia setting.