

### **ESTIMATED TIME OF SURGERY (E.T.S.)**

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A generalized tool was used by the surgical schedulers. It lacked customizing to individual age, time of surgery, health history and surgical procedure. This created prolonged wait times, incorrect fasting times and overall confusion of pre-operative instructions for patients and families. Pre-operative instructions were inconsistent. Lack of individuality caused a decrease in patient satisfaction and utilization of staffing.

Management and staff worked together to develop a pre-operative phone call to increase patient satisfaction, educate families, improve communication and decrease anxiety. The objectives also addressed an improvement in workflow, nurse satisfaction and productivity.

Data was compiled in regards to type of surgery and comparison of scheduled and actual wait times. This group collaborated with the surgeons for interest in participation. The team developed a pre-operative phone call template in order to address and individualize instructions given to families.

Families are educated the day before surgery with realistic expectations and individualized pre-operative instructions. This process was implemented for one pediatric specialty in order to review the efficacy.

Pre-operative wait times were decreased. The opportunity to educate families prior to surgery helped to increase patient satisfaction. Productivity was positively impacted by addressing scheduling changes in advance.