

## **Ringling in Success: Preoperative Nurse Calls: A Multi-Disciplinary Approach to Reduce Same-Day Surgery Cancellations**

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**Abstract Background Information:** To ensure efficiency in the operating room, it is essential patients are properly prepared for surgery. When patients arrive unprepared due to incomplete or unclear instructions, it leads to avoidable operational disruptions, including cancellations and delays. These inefficiencies not only hinder workflow but also negatively impact patient and family satisfaction.

**Objectives of Project:** The creation of the "Pre-Op Nurse Calls Team" is to promote operating room efficiency and enhance patient-family satisfaction by implementing a proactive communication plan with families prior to surgery. The objectives of this implementation include ensuring patients are fully prepared for their procedure by providing clear, comprehensive pre-operative instructions, screening for recent illnesses that may lead to cancellations, and addressing any questions or concerns in advance.

**Process of Implementation:** This initiative was led by a multidisciplinary team, including perioperative nursing, clinic leadership, schedulers, providers, and the OR scheduler. The team began with brainstorming and planning to address key challenges and implemented a phased rollout by service line for a tailored approach. Urology, with the highest same-day cancellation rate, was prioritized first, followed by Plastics and Otolaryngology after achieving success in Urology. Key stakeholders collaborated with each specialty's chief surgeon to align goals and expectations, ensuring consistent and effective implementation. This structured approach enabled smooth transitions and targeted solutions tailored to the unique needs of each service line.

**Statement of Successful Practice:** Baseline data on same-day cancellations, including causes such as illness, NPO violations, and no-shows, was collected to guide improvements in the preoperative communication process. Ongoing monitoring of cancellation rates ensures continuous refinement. Following the implementation of the "Pre-Op Nurse Calls Team," the Urology service line achieved a reduction in same-day cancellations from 9% to 5%. This structured, data-driven approach has proven effective in reducing preventable cancellations, improving operating room efficiency, and enhancing the patient and family experience.

**Implications for Advancing the Practice of Perianesthesia Nursing:** This project highlights the potential of perianesthesia nursing to improve operating room efficiency and enhance the patient and family experience. Direct communication with a perioperative nurse has proven effective in improving surgical readiness, reducing anxiety, and increasing patient and family satisfaction. By bridging communication gaps and ensuring comprehensive preoperative care, this initiative underscores the vital role of perianesthesia nurses.