

Reducing Day of Surgery Cancellations via Electronic Prescreening Tool

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Background

A large percentage of scheduled surgical cancelled on the (DOS). Most commonly, surgery cancellations were due to preventable reasons such as upper respiratory illness, violations, issues/missing legal miscommunicated documentation, or preoperative instructions. Cases cancelled attributed DOS patient to dissatisfaction, decreased accesses to surgical intervention for other patients, underutilized OR schedule blocks, and loss in revenue to the hospital. In order to electronic these issues an prescreening tool was created and utilized for all preoperative patients.

Objectives

Standardized prescreening of all patients prior to the DOS in order to:

- Identify cases that need to be cancelled prior to the DOS
- Educate patients and caregivers
- Increase compliance with preoperative instructions
- Increase staff satisfaction with preoperative workflow
- Reduce preventable causes of cancellation

Preoperative Phone Call and Instructions Tool

Instructions Preoperative Phone Call & Instructions - ZZZ, KIDS 🗸 🖫 🚫 | 🗞 🛐 🛧 💠 | 📾 💹 *Performed on: 10/11/2018 📮 🔻 1048 Learner 2 Relationship to Patient **Identified Learner 2** Learner 2 Language Utilized Learner 3 Language Utilized Identified Learner 3 Learner 3 Relationship to Patient ▼ Learner 4 Language Utilized Interpreter Name O In Person ***If a thickening agent is used, NPO 6 hours prior.*** Seizure medication ☐ Steroids/DDAVP ☐ Bleeding/coagulation medication ☐ Other: Bring list of medications or medication containers including OT Prepare to stay overnight for observation Bring CPAP or Bi PAP to CHLA on day of procedure 🔲 02 patients: Bring full portable 02 tank Adult: Make sure you have someone to drive you home 🔲 No contact lenses; bring eyeglasses Plan on being at CHLA for the length of the procedure and recovery time Remove all iewelry and metal rings Start time might change or be adjusted on the length/condition of other patients 🔲 Other:

Preoperative Phone Call & Instructions - ZZZ, NIDS | Preoperative Phone Call & Instructions - ZZZ, NIDS | Pre-Proceedure Int | Pre-Proceedure Int | Pre-Procedure I

Implementation

An electronic "Preoperative Phone Call & Instructions" tool was developed with the input of Surgical Admitting nurses to address common preventable reasons for cancellation. All preoperative patients were screened utilizing the tool, which serves as a standardized script and guides the nurse through preoperative screening, education, and identification of potential reasons for cancellation.

Results

- Significant reduction in DOS cancellations
- Increased caregiver understanding
- Increased compliance with preoperative instructions
- Increased staff satisfaction with preoperative workflow

Implications

- Increased access to surgical intervention for patients waiting for surgery
- Increased patient satisfaction
- Decreased revenue loss to the hospital

References

Lee, C. M., Rodgers, C., Oh, A. K., & Muckler, V. C. (2017). Reducing surgery cancellations at a pediatric ambulatory surgery center. *AORN Journal*, 105(4), 384-391.