INTRODUCTION

Missing required documents on surgery day leads to delays, provider frustration, and anxiety for patients and staff.

Delays in first surgical cases have a ripple impact on efficiency, patient throughput, and resource utilization throughout the day.

With rising operating room costs, surgical delays can substantially increase hospital costs.

BACKGROUND

Pre-operative nurses noticed increasing trend of missing documents especially for first case surgeries.

Requesting these missing documents meant early morning calls to providers which increased staff anxiety.

As a result, pre-operative processes were delayed causing delays for first case surgeries which also increased patient anxiety.

NEW PROCESS

Perioperative leadership approves role of the Pre-operative Pre-Anesthesia Evaluation Services (PAES) RN

Unit clerk identifies next day surgery patients with missing documentation

Notifies Pre-op PAES RN

Pre-op PAES RN reviews charts

Calls provider offices for missing documentation

Ensures all documents received by end of shift

Alerts next day charge nurse of issues related to missing documents

RESULTS

Post intervention (November 2022 – February 2023):

☑️ The number of missing documentations for first cases decreased by 89%

☑️ The number of surgical delays declined by 25%

☑️ There was a cost avoidance of approximately $380,000 due to reduced delays

NURSING IMPLICATIONS

Through creative thinking and utilization of existing resources, perioperative nurses created a generalizable workflow process which improved patient care while reducing unnecessary delays and financial losses.