

Reducing Same-Day Surgery Cancellations Through Care Coordination

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Problem Statement

- Same-day surgical cancellations pose financial burdens for hospitals and impact patient and staff satisfaction
- From January to December 2023, the same-day surgery cancellation rates averaged three cases per week for orthopedic and neurosurgery in a hospital
- An opportunity for earlier care coordination through increasing the preadmission health assessment calls from one to two days before surgery was identified
- Identification of patients requiring cardiac clearance was another area of opportunity for improvement

Purpose of Project and Goals

Purpose: Quality improvement to reduce same-day surgery cancellations in orthopedic and neurosurgery patients through earlier care coordination

- Increasing lead time for preadmission health assessment calls to two days from surgery
- Identifying patients requiring cardiac clearance through a cardiac report that allows for an additional call up to 30 days before surgery

Key Process Goals:

- Focus on efficiency
- Create a cardiac clearance report
- Call more complex patients earlier to coordinate care related to cardiac clearance

Key Outcome Goals:

- 100% of preadmission health assessment calls will be completed two days before surgery to enable better coordination of care
- Zero cancellations related to cardiac clearance requirements

Methods

Setting: Preadmission testing department in an urban community hospital

Population: Orthopedic and neurosurgery patients

Interventions: Cross-train existing staff to make preadmission health assessment calls. Increase preadmission health assessment calls to two days before surgery. Create and implement a new cardiac clearance report identifying patients requiring an additional call.

Implementation Strategies and Measures:

- Collaboration and communication with preadmission testing department, leadership, informatics, and education specialist
- Data collected weekly on cancellation rates and reasons and timing of call completion using REDCap

Results

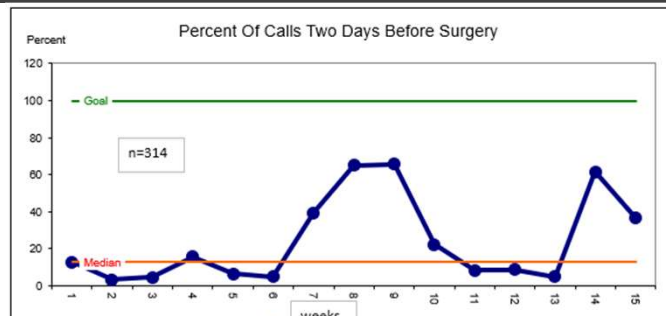


Figure 1: Percent of Calls Two Days Before Surgery

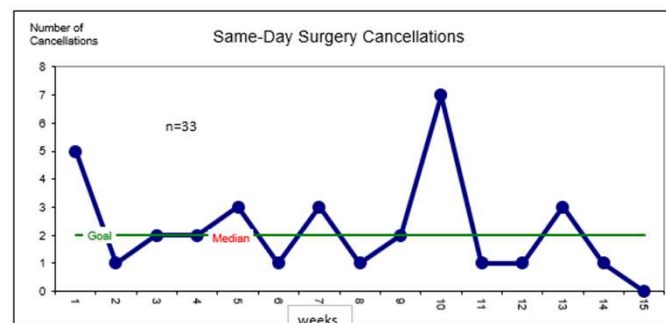


Figure 2: Same-Day Surgery Cancellation Rate

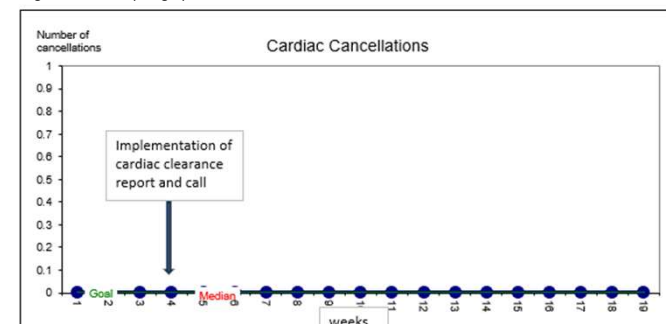


Figure 3: Cardiac Cancellation Rate

Discussion

- Same-day surgery cancellations were reduced to an average of two per week
- The timing of the calls increased to 13% of calls completed two days before surgery; at the project's peak, 65% of calls were completed two days before surgery
- No cancellations related to cardiac clearance occurred during the project compared to every other month cancellations before project implementation
- These findings help support that earlier preadmission care coordination can reduce same-day surgery cancellations, which is similar to the literature findings

Limitations:

- Increased surgical volume during the project limited available nurses for calls during project implementation
- Staffing challenges led to delays in cross-training additional nurses to the preadmission health assessment caller role
- Time required to develop and create the customized cardiac clearance report

Conclusions

This project's results demonstrated improvement in same-day surgery cancellations

- Cancellation rates before the project 2.6%; cancellation rates were reduced to 2.3% during the project
- 314 preoperative health assessment calls were performed two days before surgery, resulting in improved coordination of care
- Implementation of the cardiac clearance report and additional calls resulted in zero cardiac related cancellations

Sustainability:

- Continue to cross-train eligible perianesthesia nurses for the preadmission health assessment call
- Continue to increase number of calls placed two days before surgery and stretch goal to three days
- Expand cardiac clearance report to additional surgical services

Bibliography & Acknowledgements



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