

Improving the Surgery Pre op Clinic Process in Southern Health Santé Sud

September 15,2015

Eileen Vodden

Chair –PAC Team

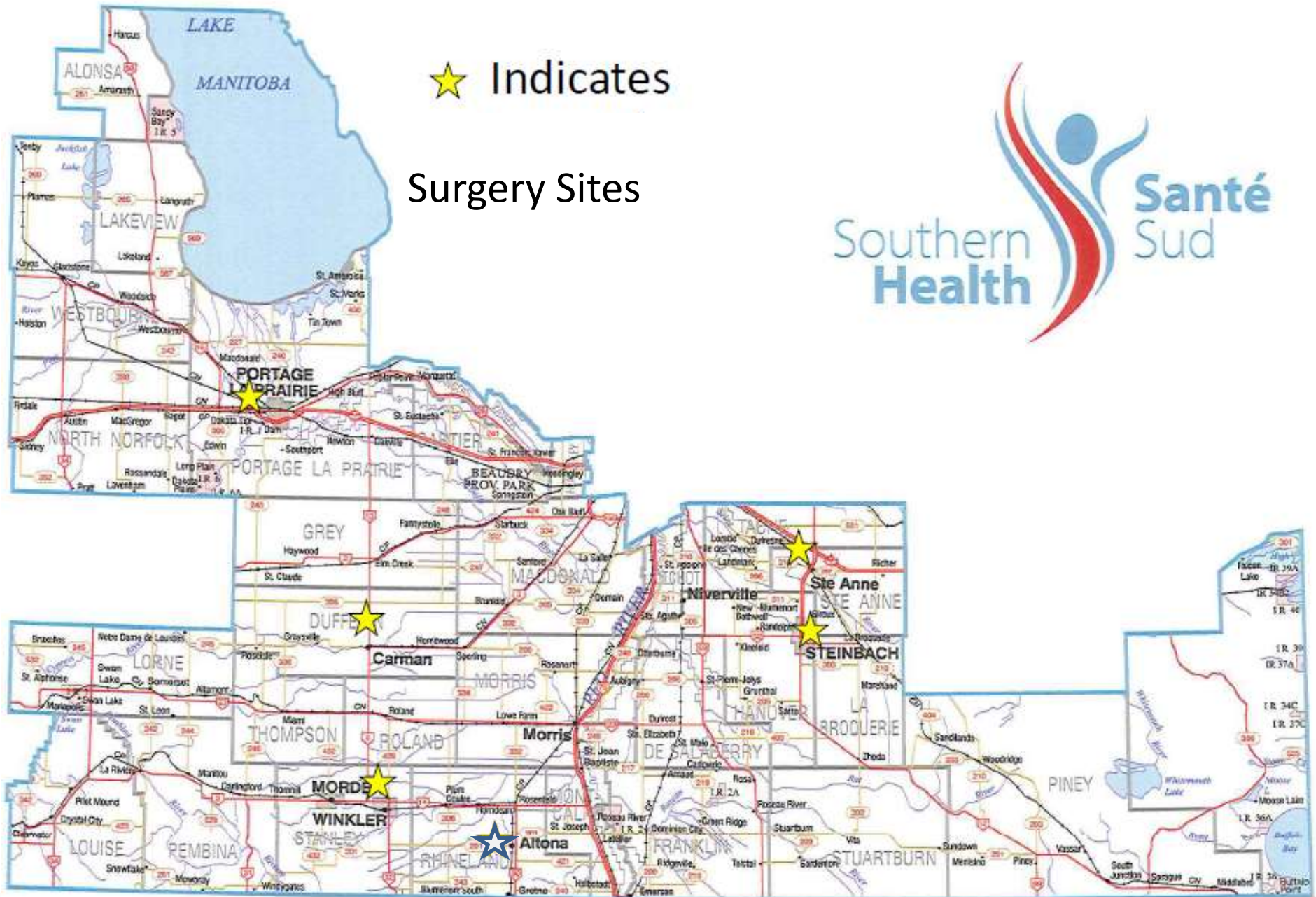


The PAC Team

- **Southern Health Sante Sud PAC Team:**
- Dr. Denis Fortier- Executive Sponsor
- Eileen Vodden – Chair – Regional Director- Acute Care
- Maureen Gamache – Boundary Trails CSM –OR/SDS/PACU
- Dalyce Fredette-Percy – Portage CSM- OR/SDS/PACU
- Carole Lavack – Bethesda/Ste.Anne CSM OR/SDS/PACU
- Val Askin –Clinical System Analyst –Regional Surgery Program
- **Ad Hoc Members:**
- Johann Schaffer – Boundary CRN- OR
- Kristin Zacharias – Boundary slating clerk
- Jim Neufeld- Surgeons Clinic
- Dr. Abbu- Anesthesia
- Dr. Jacob- Surgeon

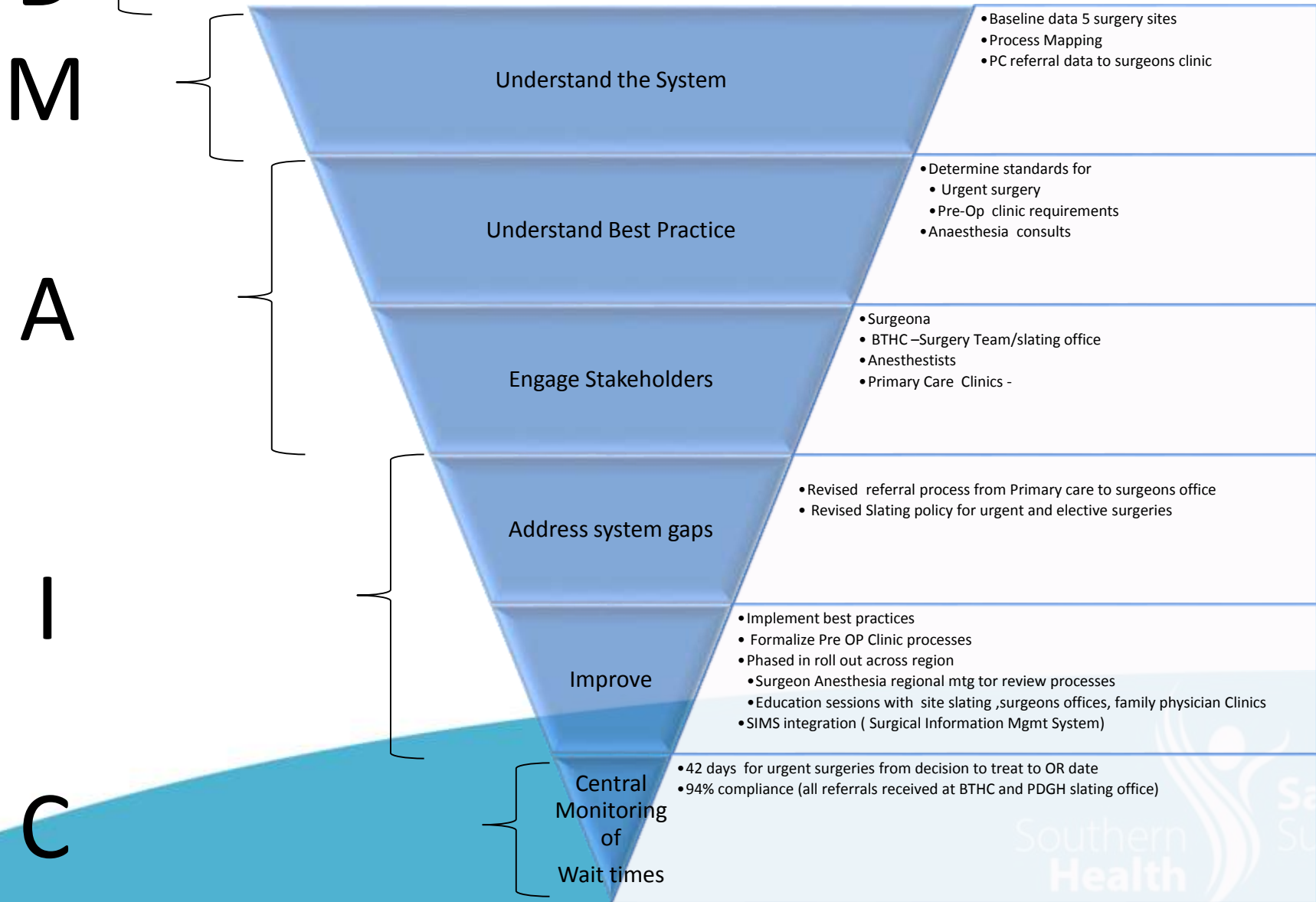
★ Indicates

Surgery Sites



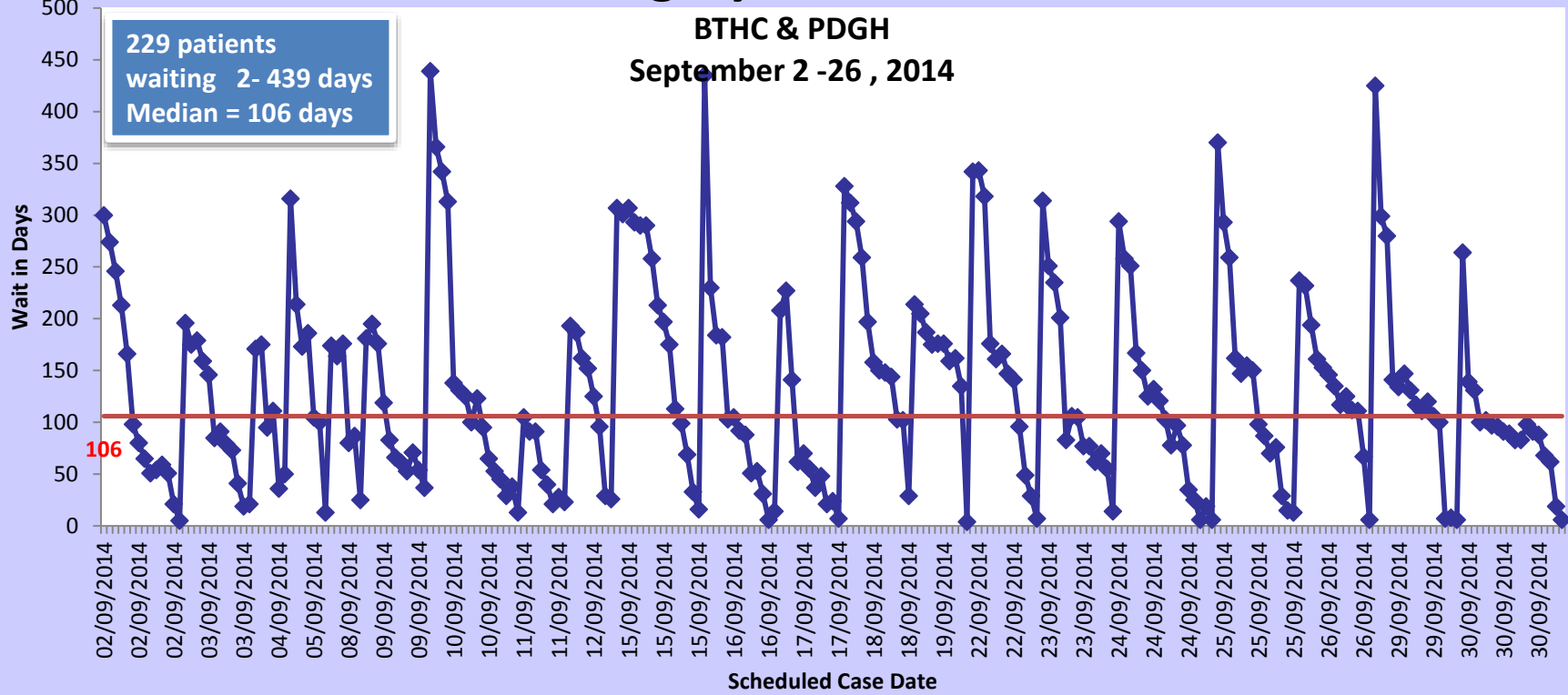
Southern Health-Santé Sud PAC Project

ATM: To reduce urgent referral wait times from decision to treat to surgery date by 50% by January 2015.
D Measure—referral received at slating clerk office to surgery or OR date

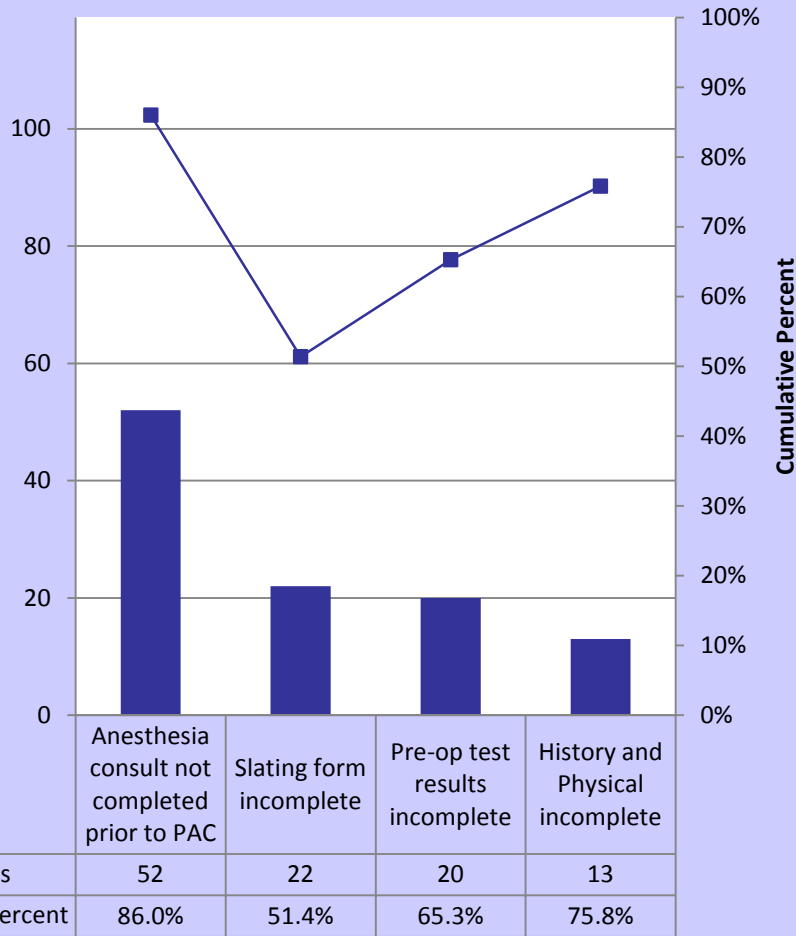


Baseline Data Referral to Surgery Date

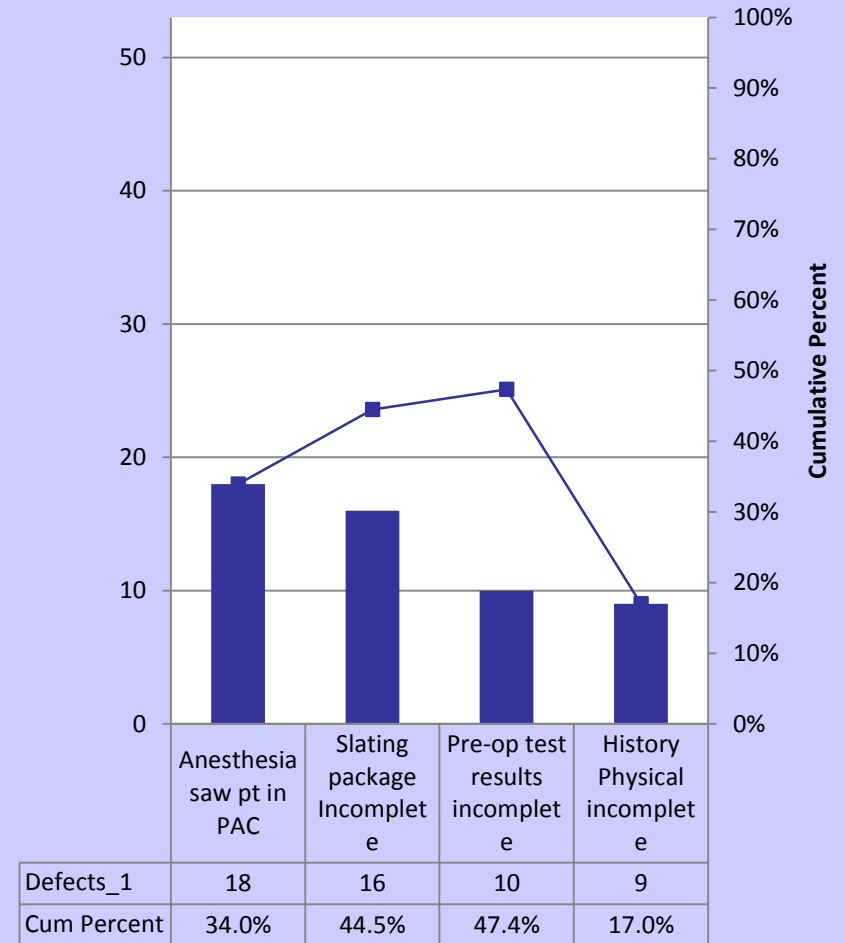
Surgery Wait Time



Pre Op Clinic Defects November 1- 30, 2014



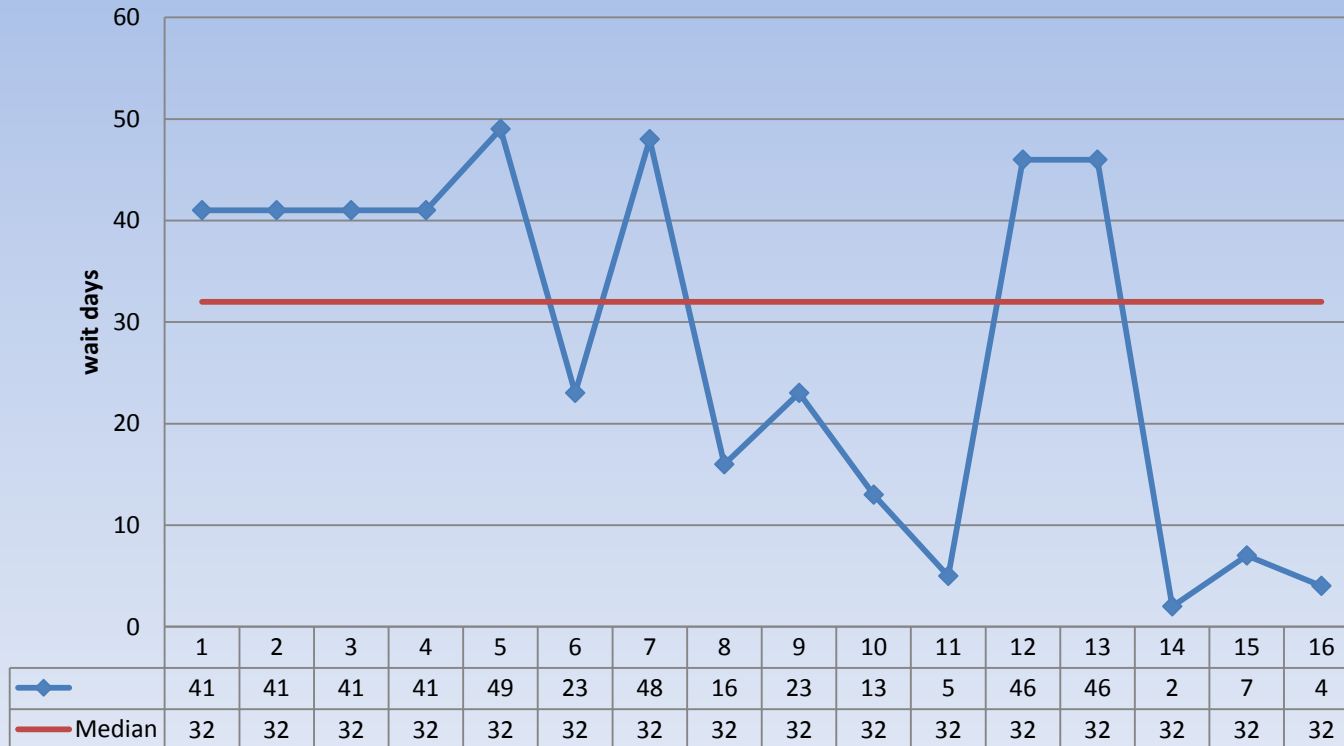
Pre op Clinic Defects January 9-31 ,2015



How was the problem addressed?

- Meetings with anesthesia, surgeons, physician clinics, slating staff, pre op clinic staff to review the evidence of the urgent surgery cases NOT meeting the 42 day standard.
- Follow cancer patient journey principles at the clinic of “out the door in 24” from primary care & surgeon clinic
- Monitor urgent case referrals at the BTHC site for defects.
- Engage Pre op clinic staff and anesthesia to see patient ASAP.
- Work with Family Physician clinics to ensure history and physicals and pre op tests are completed within 2 weeks.

BTHC Urgent Surgery wait times Post PDSA



Outcomes and lessons Learned

Improvement Summary

- **86% decrease in median wait times for laparoscopic cholecystectomies from 77 to 11 days**
- **79% decrease in median wait time for urgent surgeries from 48 to 10 days**
- **56% improvement in anesthesia see patients in Pre -op clinic for urgent surgery.**

Outcomes and lessons Learned

Urgent Surgery pre - Sept-Nov 2014 and post- Dec-Jan2015

