

Patient Safety Event: Delay in Accessing Cardiac Angiogram

Why was this a Critical Incident?

A patient went to emergency with complaints related to chest pain. They were admitted to hospital. The concern is there was a delay to accessing a cardiac angiogram at a tertiary care centre.

What happened in the incident?

A patient went to an emergency department with complaints of weakness, shortness of breath and chest pain. They were admitted to hospital and a referral to the intake office for a cardiac angiogram was completed. There was an initial delay to accessing the angiogram at a tertiary care site. The patient was subsequently transferred and completed the angiogram.

What is the Health Care System learning? What are the recommendations?

The patient experienced delays to the cardiac catheterization program.

- This event occurred during the COVID-19 pandemic and it is unknown how the pandemic impacted care, as there was a significant time lag between when the event was reported and then reviewed.
- There was a gap in understanding about when the angiogram office could accept referrals for faxes since it is not open 24/7.
- The patient's angiogram appointment was scheduled but was cancelled due to a lack of emergency response services (ERS) resources. It was rescheduled two days later.

Recommendation: Develop a memo to alert to all physicians, nursing, and unit clerk staff about the hours of operation of the cardiac angiogram intake office.

Keywords: cardiac care, angiogram, COVID-19

Glossary:

Angiogram: A scan that shows blood flow in the heart.

Tertiary care: A hospital that provides specialized care.

YOUR PRIVACY IS IMPORTANT TO US, SO IN THIS SUMMARY WE REMOVED ANY DETAILS THAT WOULD HELP OTHERS IDENTIFY WHO IT HAPPENED TO. IT'S IMPORTANT THAT WE CAN LEARN FROM SAFETY EVENTS AND MAKE CHANGES TO IMPROVE THE CARE WE PROVIDE.

