Cancellation Reduction Intervention for Surgical Procedures

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1Introduction & Background

A collaborative project by Day Surgery Centre, Ophthalmology & Visual Sciences (OVS), Anaesthesia and Operations.

2Aim

The team aims to improve operating room utilisation, maximise resources and reduce cancellations thru a system-based Cancellation Reduction Intervention for Surgical Procedures (CRISP).

3Methodology

A pareto chart was used to derive at the most common reasons for cancellations:

The team brainstormed and a system-based thinking was adopted to strategize, design and plan the solutions to ensure a seamless care delivery.

4Results & Project Impact

In FY17-18, with the implementation of strategies, results demonstrated an improvement in cancellation rates.

The strategies are effective to address the reasons for cancellation. They are well-received by patients & relatives with many positive feedbacks:

• Staff – "...practical & useful strategies...", "...reduces patients’ anxiety...".  
• Patients – "...safer alternative compared to medications...".  
  "No fasting is hassle-free!"

Cost Savings

Costing savings of $39,019 per year

Breakdown:  Operating theatre cost  Surgeon manpower cost

Estimated cost savings $31,347 $7,672

Improved operating room efficiency/productivity. Reduced inconveniences via reduced disruptions. Patient-centric care & improved patient’s satisfaction – information are readily available  
Safer care – lozenges are practical & safe.  
Closing communication gaps – the reminders create personal dialogue & builds rapport.

5Sustainability

Sustainability

• Standardized workflow & operating procedures  
• CRISP included in the new staff orientation program  
• Regular meetings to review cancellation rate  
• Poka-Yoke: checklists & photo illustrations of workflow  
• To pilot use of QR codes & removal of pre-op eye drops. Control charts for continuous monitoring & review:

The I-MR chart shows a downward trend in cancellation of eye cases (~9 cancelled cases/month as of Jan’18-Sep’18, as compared to 2017 with 15 cancelled cases/month)

6Conclusion

• Using a system-thinking based design, CRISP is effective in reducing elective cataract surgery cancellations.