

## MISSION STATEMENT

To reduce the number of invalid surgical consents to 0 in SNEC Day Surgery Patients over a period of 6 months.

## BACKGROUND

Patients listed for surgery often have consent forms that are incomplete/incorrectly filled

### Potential Issues

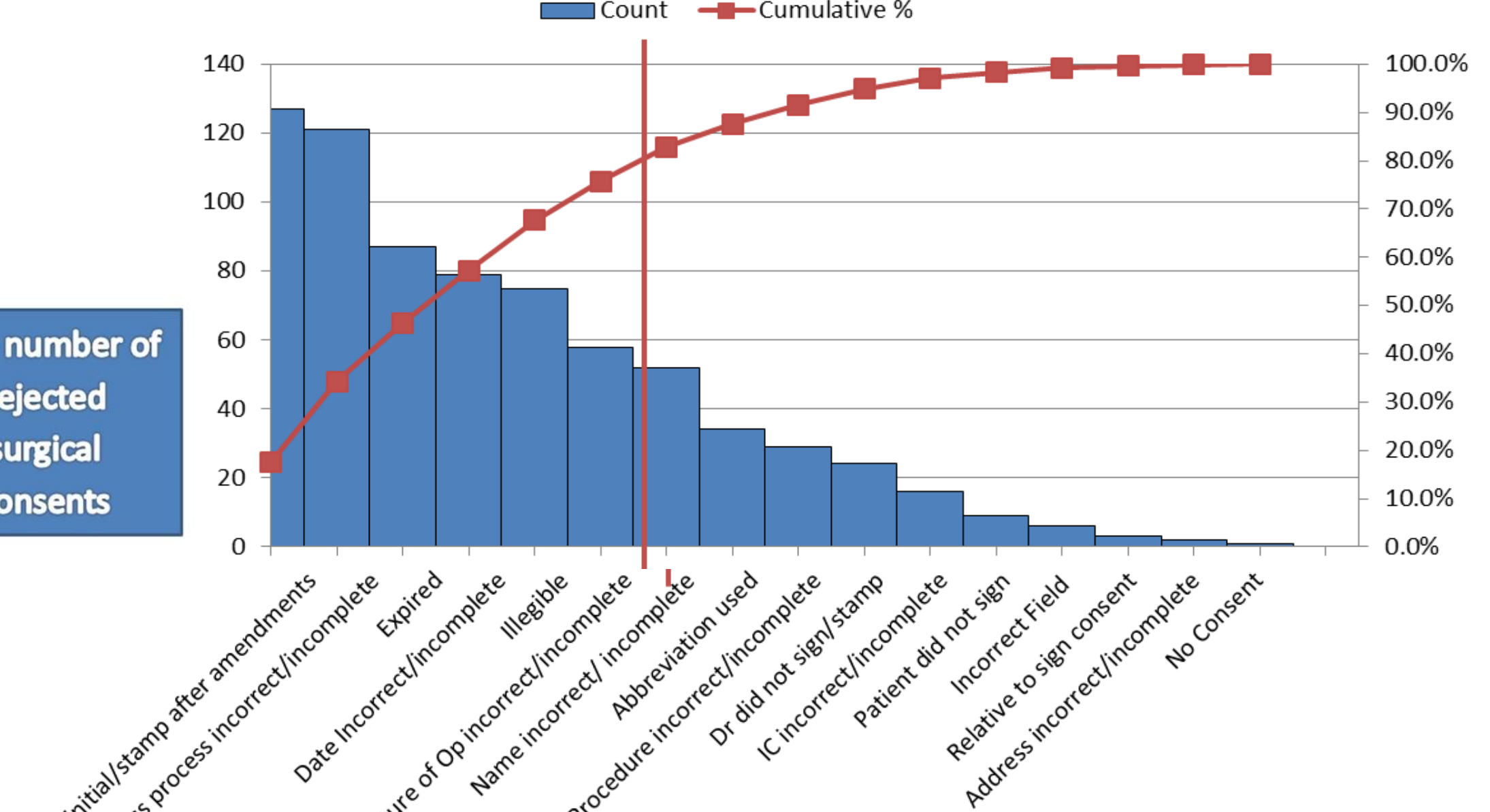
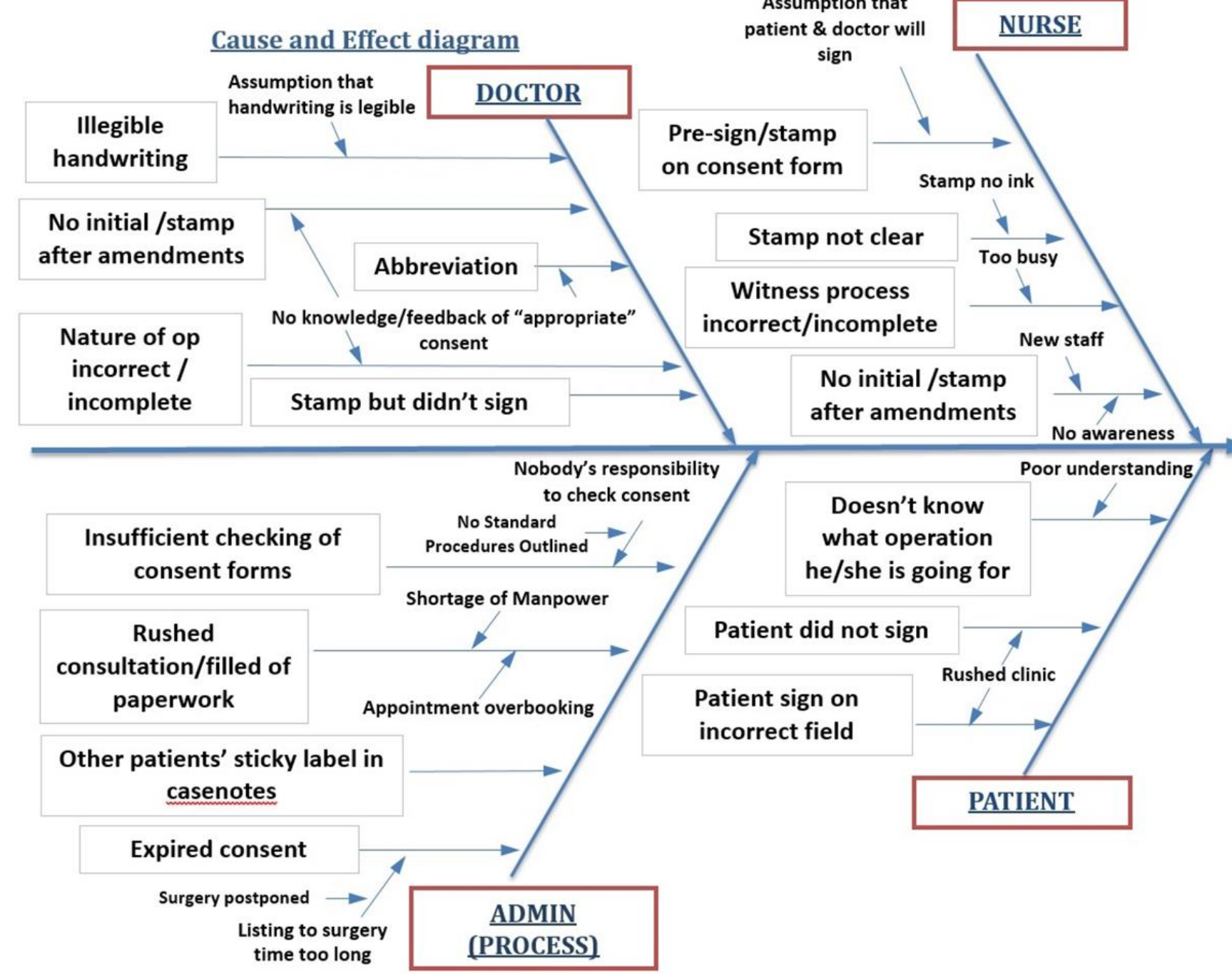
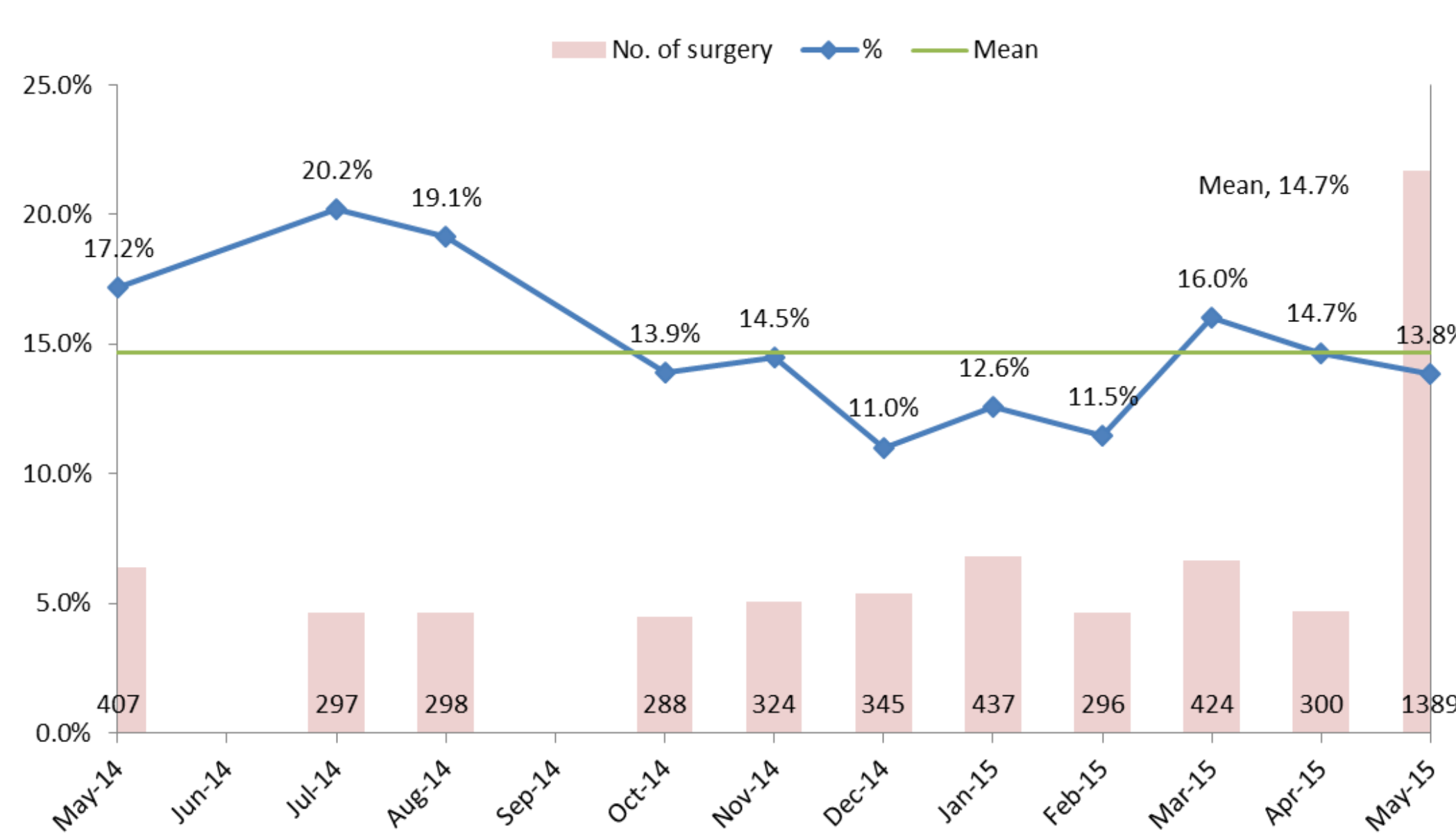
- Medico Legal – Consent forms are legal documents
- Wasted Time
  - Checking consent forms
  - Waiting for SNEC MO to take consents
  - Retaking consents
  - OT delay – especially if 1st case

### Time Wasted / Day

- Doctor / Nurses
  - (5 + 2) mins x (312/27) surg/day = 80 mins for Clinical Staff
- Patient
  - 10 mins x (312/27) surg/day = 116 mins for Patients
- OT Staff
  - 10 mins x 41/27 first cases x 50% = 16 mins for OT Staff

## BASELINE NUMBERS, CAUSE EFFECT DIAGRAM AND PARETO CHART

Number of rejected surgical consent



## PRIORITISATION MATRIX & INTERVENTIONS

Objective	Ideas	Steps	Feasible	Acceptable	Low Cost	Effective	Sustainable	Total Score
Reduce the number of invalid consents in dayward	Send e-mail centre-wide highlighting problems	Send e-mail centre-wide highlighting problems	5	5	5	3	3	21
	Amend consents on day of consultation	Check consent on listing day	3	3	5	4	2	17
	Ensure stamps are legible / functional	Generic stamps for easy agency notes	4	3	5	5	4	21
	Formal reply date of consent forms	Ensure stamps have sufficient ink	4	3	2	2	3	15
		Change Head / A's positions	2	4	3	2	4	14

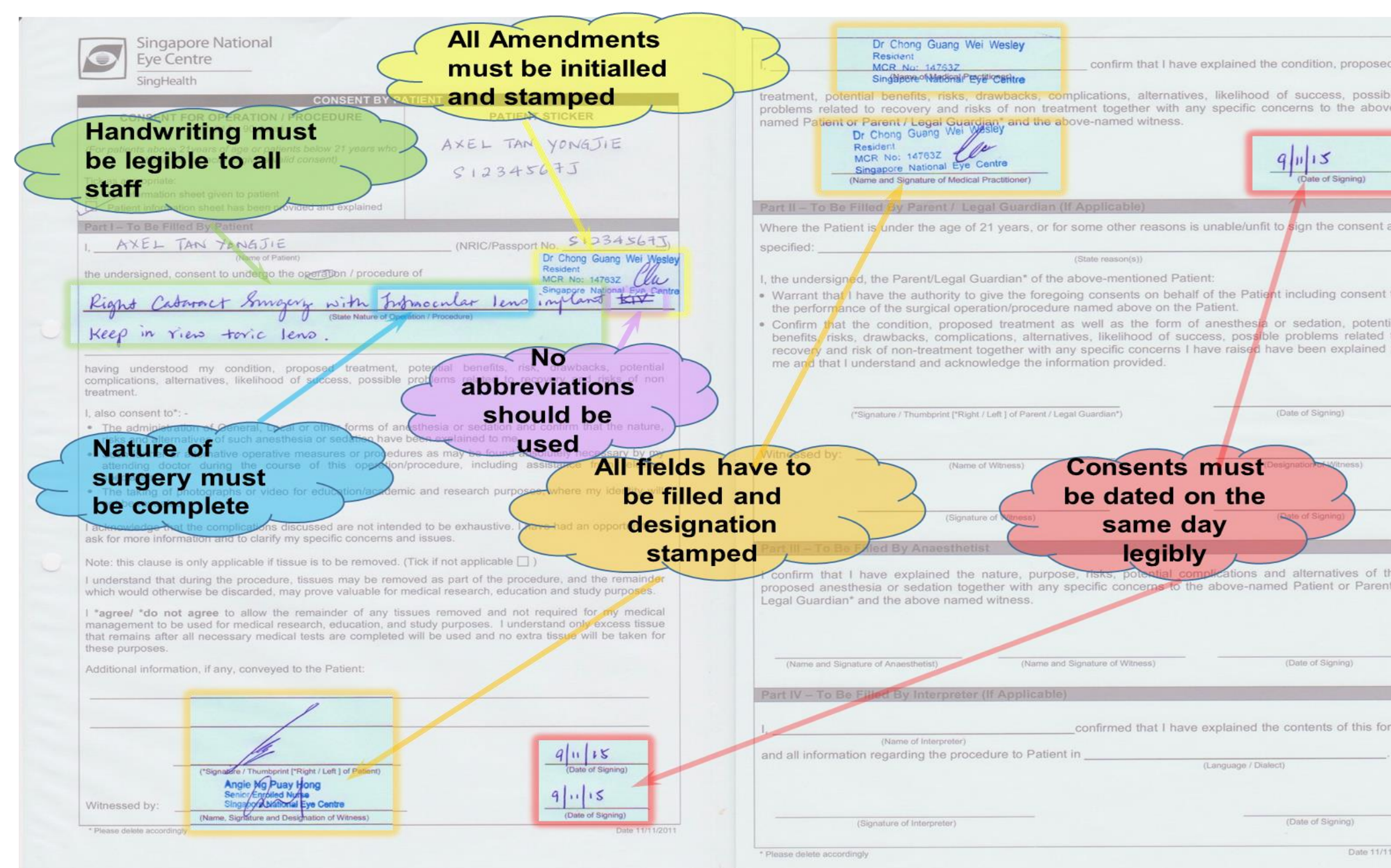
### PDSA Cycle 2A/B/C: To move upstream and get invalid consents amended on the same day

How: Listing staff identified invalid consents on listing day and sent them back to the respective doctor or nurse for amendments

### PDSA Cycle 3: Pictorial reminder & Individual feedback

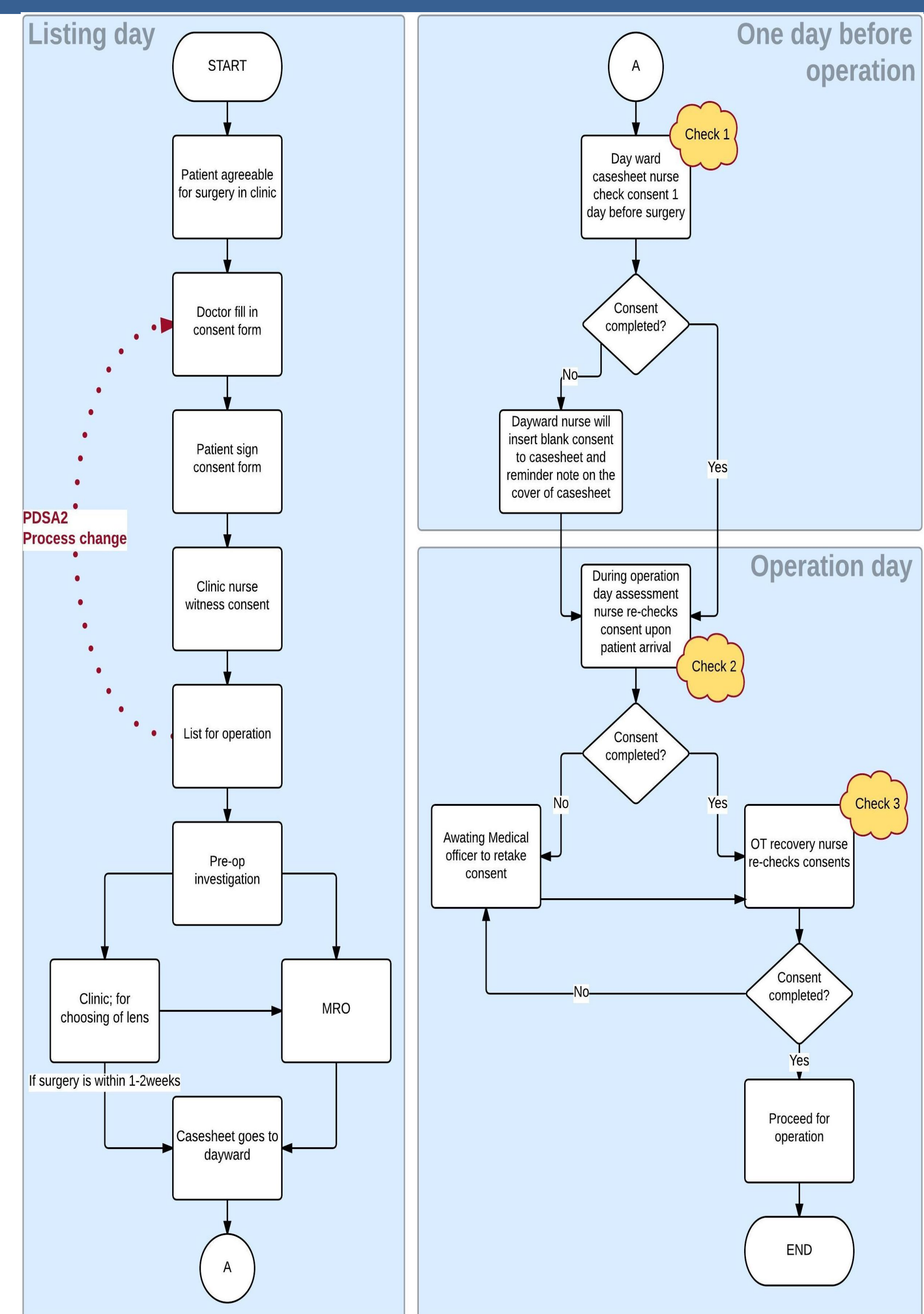
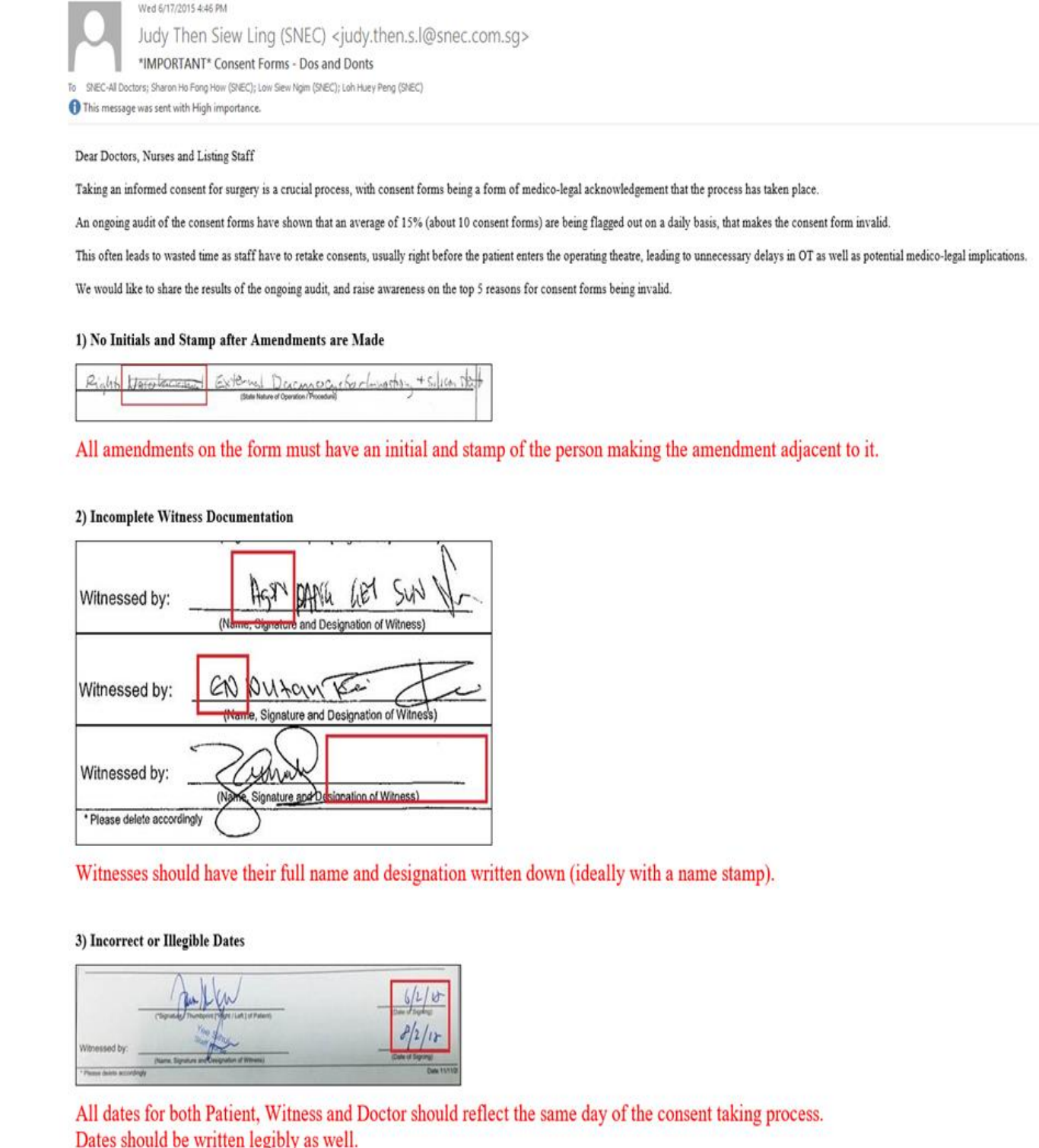
How: Posters of Dos & Don'ts were put up in every consult room

How: Respective doctors were given individual feedback on erroneous consents

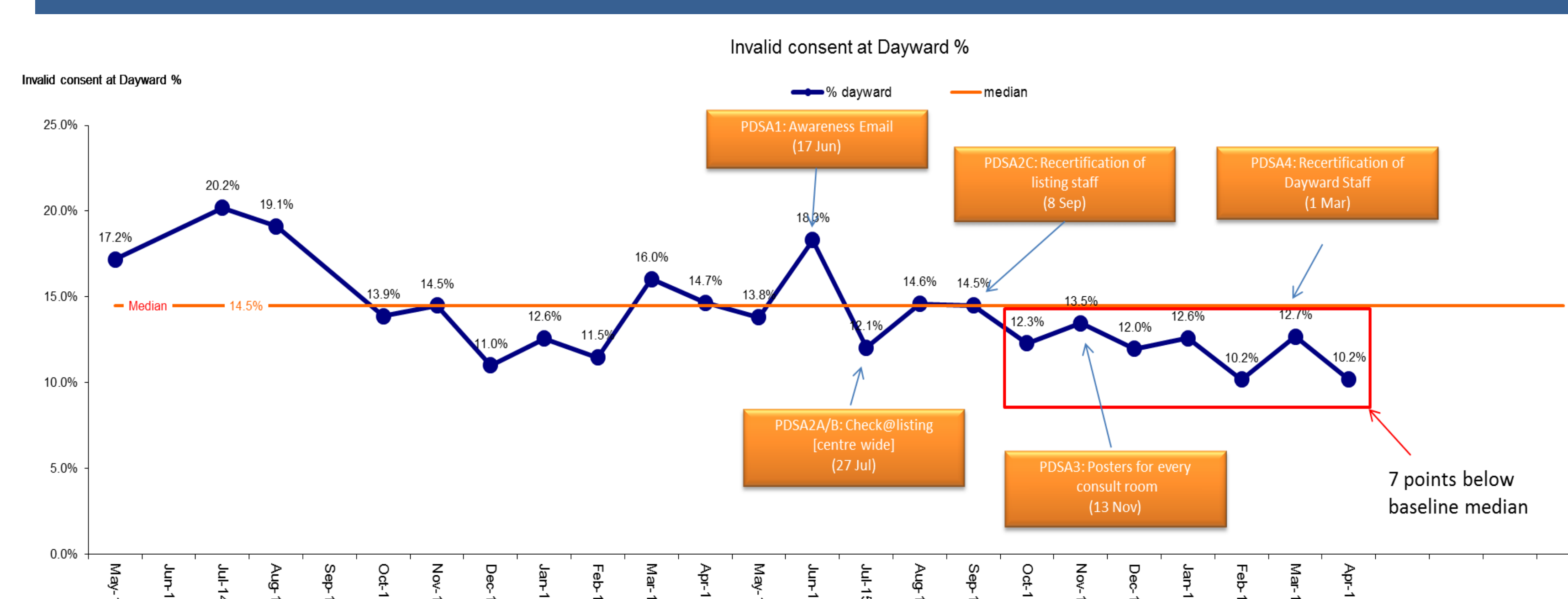


### PDSA Cycle 1: To raise awareness of invalid consents

How: Mass e-mail explaining Consent Do's and Don'ts sent centre-wide



## RESULTS & SUSTAINING EFFORTS



### Results

- Progressive downtrend in median % of invalid consents since the introduction
- Sustained results with 7 points below baseline median

### Sustaining Efforts

- Defined work process at listing
  - Incorporate consent checking into listing process
  - New staff will be briefed during orientation
- Continued monitoring of invalid consents at dayward
  - Constant feedback loop between dayward and listing
  - Periodic reminders to doctors and nurses if necessary