

Standard Requirements for Scheduling Surgery

Patricia Kozlosky

M.S. in Project Management

Spring 2018

Granite State College

Standardization of Requirements to Schedule

Standardized Language

Volume of procedures

“Zero Cards”

Surgical Delays

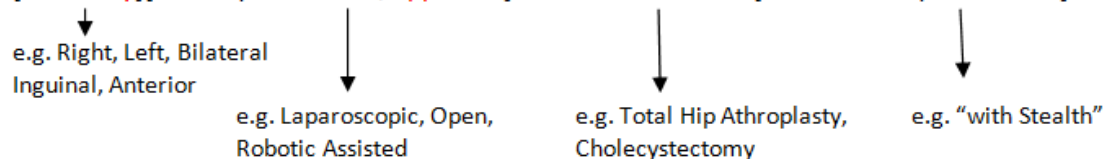
Standardized Paperwork

Received error rate - 41%

Rework

New Naming convention for surgical procedures:

[**Laterality**][Technique modifier/**Approach**] **PROCEDURE NAME** [Other technique modifier]



Sum of # occurrences	Date
	Jan
no consent	16
equipment not called in	3
no orders	3
no PST orders	3
conf sheet not timed	3
conf sheet not dated or timed	2
no conf sheet, no permit	2
orders rec'd after testing appt	1
testing date contradictory	1
procedure contradictory	1
conf sheet not signed, dated, timed	1
wrong procedure	1
laterality missing	1
paperwork rec'd surgery day	1
abbreviations on conf sheet	1
surgical date contradictory	1
conf sheet / orders not timed	1
testing orders missing	1
consent not witnessed	1
equipment contradictory	1
cross-outs not initialed	1

Successes



- Consistent procedure language used throughout Perioperative Services
- Less scheduling errors in procedures
- Decreased the amount of faxing protected information
- Some offices reserve their own PreSurgical testing appointments with patient present
- Decreased number of phone calls between scheduling and offices
- Increased electronic communication resulting in less rework and errors
- Eliminating the paper copies of Doctor Preference Cards