

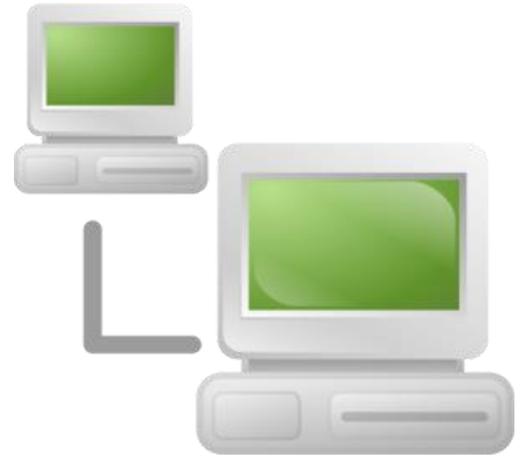
Friday, September 9, 2016

## *Operating Room (OR) Scheduling: Standardizing the OR Booking Process*

One of the goals of the OR Scheduling project is to standardize the booking process across the 2 campuses. An important part of the standard process is to ensure that all OR bookings have mandatory documents submitted from the surgeons' offices at time of booking.

Complete/standard OR submissions (*that at minimum include a surgical consent and History & Physical*) ensure that a complete and thorough pre-surgical assessment can be completed on the patient in preparation for their upcoming surgery. Without necessary documentation, the patient may experience increased wait times during their pre-surgical assessment and may risk having their surgery cancelled.

Standardization has already occurred with Orthopedics, Urology, Ears/Nose/Throat (ENT), and Plastics. Preliminary data has been collected for Neurosurgery, Gynecology and presently for Cardio/Thoracic surgery. Final preliminary data has yet to be collected from General surgery, however, once obtained, the standard booking process will be implemented across all targeted services.



*The OR Scheduling Project Team is working on spreading a standard OR booking process across various services.*



*The Cardiac Catheterization Lab is working to standardize their patient care processes to support better turn-around times.*

## *Cardiac Catheterization Lab – Standardizing Patient Care*

The Cath Lab SOP Team has been working with the staff in the Lab to improve patient care through standardization of the patient care processes while preparing patients for their Cardiac Cath procedures.

Standardization of the patient care prep process is anticipated to support a more predictable experience for our patients and less variability in time, supporting consistent turn-around times for the Cath Lab table.

## *Fracture Clinic: Testing a Dedicated X-ray Clerk*

The Fracture Clinic Project Team has been testing a new patient flow through Met Campus X-ray. The team has dedicated an X-ray Clerk to checking-in patients for their x-rays prior to their fracture clinic appointment.

The expected outcome of this trial is to increase the number of patients who have completed their scans prior to their appointment time, thereby ensuring the clinic flows well and ends on time. Stay tuned for results!

Have a great weekend!

The SOP Team

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