Shortening preoperative waiting time of day surgery and same day admission patients in hospital through staggered admission

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Introduction
Patients who were scheduled to have day surgery or same day admission should admit at 7:30am to Day Surgery Centre (DSC) on the day of operation. It was because only single time slot was provided on admission. This led to overcrowding situation in the clinical environment, heavy workload of nursing staff during admission time and complaints regarding long waiting time at the centre.

Objectives
1. To alleviate the current overcrowding situation
2. To reduce the preoperative waiting time for patients
3. To enhance the quality of patient care through better arrangement of clinical works
4. To improve both patient and staff satisfaction

Methodology
1. The admission arrangement was reviewed and staggered admission was implemented on October 2012
2. Nurses of DSC liaised with anaesthesiologists and surgeons to review and revised patients’ admission time and fasting time according to the operation list before admission
3. Patients scheduled on an operation list from the third cases and afterward were informed to admit at 10:00am unless special requests were made by doctors
4. A retrospective study was carried out to investigate the application of staggered admission among different surgical specialties
5. Patient survey of 70 patients were conducted in February 2014
6. Staff survey of 30 staff, including anaesthesiologists, surgeons and nurses, were conducted in January 2015

Result
1. > 93% of the operation sessions had applied staggered admission in the year 2014, including Department of Surgical, Orthopedic and Traumatology, Gynaecology, Ear, Nose and Throat, and Dentistry and Maxillofacial Surgery. 2. Patient survey > 95% agreed on the necessity of staggered admission > 97% were satisfied to the arrangement > 98% agreed to have more time to prepare the admission > 95% agreed facilitated their family member to accompany to the hospital > 98% agreed reduced their preoperative waiting time in the hospital > 90% agreed helped to reduce preoperative anxiety 3. Staff survey >94.7% agreed effective in alleviating the ‘overcrowding’ situation >79% agreed useful in reducing patient complaint >78.9% agreed facilitates your clinical work arrangement >94.7% agreed enhances the quality of patient care by arranging patients admit at different time slots >94.7% agreed staggered admission should be continued Conclusion Staggered admission is an effective and patient-centered service to promote the quality of care and the satisfactions among patients and staff. It provides a more flexible admission arrangement than the traditional single time slot admission.