



Service Priorities and Programmes
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An Effective Management on General Surgical Operation Conducted by A Nurse Coordinator

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Introduction

For those patients who suffered from hernia, gall stones, varicose vein and hemorrhoids in PYNEH, the waiting time for operation is various among different surgical specialty team. Waiting time of some operations in separate team are quite long especially for the increasing service demand. In order to solve this problem, a system of general surgical list was set up in 2009. Under this new booking system, all patients who need operations are put into the General list pool for operation scheduling evenly. Furthermore, in order to facilitate the smooth workflow and well use of general list booking system, a designated nurse coordinator was appointed in 2011 to optimize patient condition prior to operation & rearrange operation list when necessary. Besides, she regularly checks the arrangement of General OT list cases to ensure the fully utilization of all operative schedule.

Objectives

To evaluate the outcome of new booking system for general surgical operation and the effect of pre-admission screening by nurse coordinator.

Methodology

This is a retrospective review for patients undergoing the General list operation including the reason for rescheduling & cancellation of operation from January 2012 to December 2013.

Result

During this period, a total of 865 patients were screened by PAS nurse, 16 (1.8%) patients were cancelled operation on same day. 10 (1.1%) patients had abnormal blood results that required medical attention. 168 (19.4%) patients refused operation. 58 (6.7%) patients had done operation in private hospitals. On the other hand, we had rescheduled 253 (29%) patients to proceed those operations so as to fully utilize the operating list. Besides, the overall waiting time of the operation was reduced from 80 weeks to 20 weeks significantly after implementation of this new booking system. From the evaluation of the general list booking system, the program is constructive

and it is an encouragement for the team. The program would be continued for coping with the service demand.