



Service Priorities and Programmes
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A collaborative program From an Operating Theatre (OT) nurse-led patient education program to maximize the OT utilization through a cross-departmental collaborative program in AHNH

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Introduction

A collaborative program From an Operating Theatre (OT) nurse-led patient education program to maximize the OT utilization through a cross-departmental collaborative program in AHNH.

Objectives

As Pre-operative assessment clinic (POAC) to facilitate same day admission has been well practised in HK, a nurse-led patient education program during this clinic visit was established to enhance the efficacy including patients' satisfaction and optimal theatre utilization.

Methodology

Firstly, questionnaire was formulated to collect patients' needs in early 2010. Based on this information, a pre-anaesthetic patient education program was launched in mid 2010 to facilitate better patient care including the physical preparation before operation, information about the surgical procedures and OT environment, complication, wound pain management and what to do if suffering acute illness, so as to gain the patients' full co-operation.

Result

In 2011, it was found that the OT cancellation rate from patients previously seen in the POAC was unexpectedly high. Reinforcement from both the OT Staff and clinic staff during the patient education program, emphasizing the importance of call back to POAC if they are unable to have the scheduled operation for whatever reason. In Mid 2011, a "Call back & Replacement" regime was implemented. Patients are reinforced to call back to the ward at least 2 days before the operation day in case they consider

themselves unfit or unable to admit for operations. Ward staff will call surgeons to arrange another case for the replacement. It aims to minimize wastage of the theatre session. Furthermore, using direct contact by phone, ward staff in different specialties actively takes the responsibility in reminding patients of their admission date to avoid unnecessary omission. This cross departmental multidisciplinary collaboration enables the sustaining of this effective outcome of full OT utilization of day surgery service in our hospital in the past few years. From this program, patients acquired satisfaction and appropriate information as well as knowing their obligation to call back for deferring operations. The more the call back with relative zero cancellation in Same Day Admission Surgery is the main objective of this program.