



Service Priorities and Programmes Electronic Presentations

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Ambulatory Surgery – Our Future is your Future!

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Introduction

Ambulatory Surgery, a positive trend in Health Care, has grown in popularity due to the rise in outpatient surgery centers and improved technology. When most developments in health care services and technology come with a high cost, how can we maintain an efficient healthcare system? It is a big headache for all healthcare reformers. Enhancement of “Ambulatory Surgery” is the only way that demonstrated an exceptional ability to improve quality of our services, alleviate the acute hospital bed burdens and at the same time reduce costs for the hospital.

Objectives

To expand and extend service of the Day Surgery center so as to allow more patients able to enjoy a comfortable experience with high quality care, excellent patient satisfaction and positive patient outcomes.

Methodology

In 2015 we set up a project team, supported by RAE bid, together we identified areas of improvement in our day surgery services. We engaged Chief Of Services of different departments to redistribute and reallocate the theatre sessions, enhanced theatres with lead linings, arranged the necessary reconstruction, procured equipment and machines, drafted guidelines for new procedures, revised our operation manual, recruited manpower and provided in-house training for our staff. Moreover, we liaised with Central Supply and Sterilization Unit on the centralization and transportation of instrument, Pre-Admission Service for the schedule of same day surgery performed in Day Surgery Centre and different departments for post-operative arrangements. Finally we worked closely with the administration to facilitate the transfer of patients with Non-Emergency Ambulance Transportation Service from Day Surgery Centre to the main building of this hospital, enhanced the security during the extended service hours and improved the workflow of meal delivery with a projected increase in workload.

Result

From December 2015 to November 2016, 9 sessions of the main Operating Theatre in D Block were released for further development and there was an increase of 41% in

utilization rate of the theatre sessions in Day Surgery Centre. New services were added from ENT, Ophthalmology, Urology and Vascular specialties and the service extended to 12 hours a day. Same day surgery was incorporated in our centre starting from March 2016. From January to November 2016, there was an increase of 20% of the total number of cases performed compared with the corresponding period before the initiation of this program. The overall patient satisfaction rate with “Good” or above was 96% in the recent survey conducted at our centre.