

Establishing Pre Assessment Surgical Screening Clinic (PASS) to optimize OR utilization

Aim:

To improve effective OR utilization by reducing the rate of surgical cancellation due to medical reason from 10% to 4% and No show rate from 15% to 4% by providing PASS clinic service.

Action Taken:

- All ENT OR reservation list to be sent to PASS clinic
- Identify existing medical condition and Anesthetic difficulties to reduce the chance of cancellation of surgery
- Schedule surgery based on mutual agreement between patient and booking system
- Finalize theater schedule for patients who pass medical screening and anesthesia clearance in PASS clinic
- All finalized cases are contacted thru telephone/SMS 1-2days prior to surgery to confirm their willingness
- 2- 4 medically fit patients are arranged to be standby in order to optimize theater utilization in case

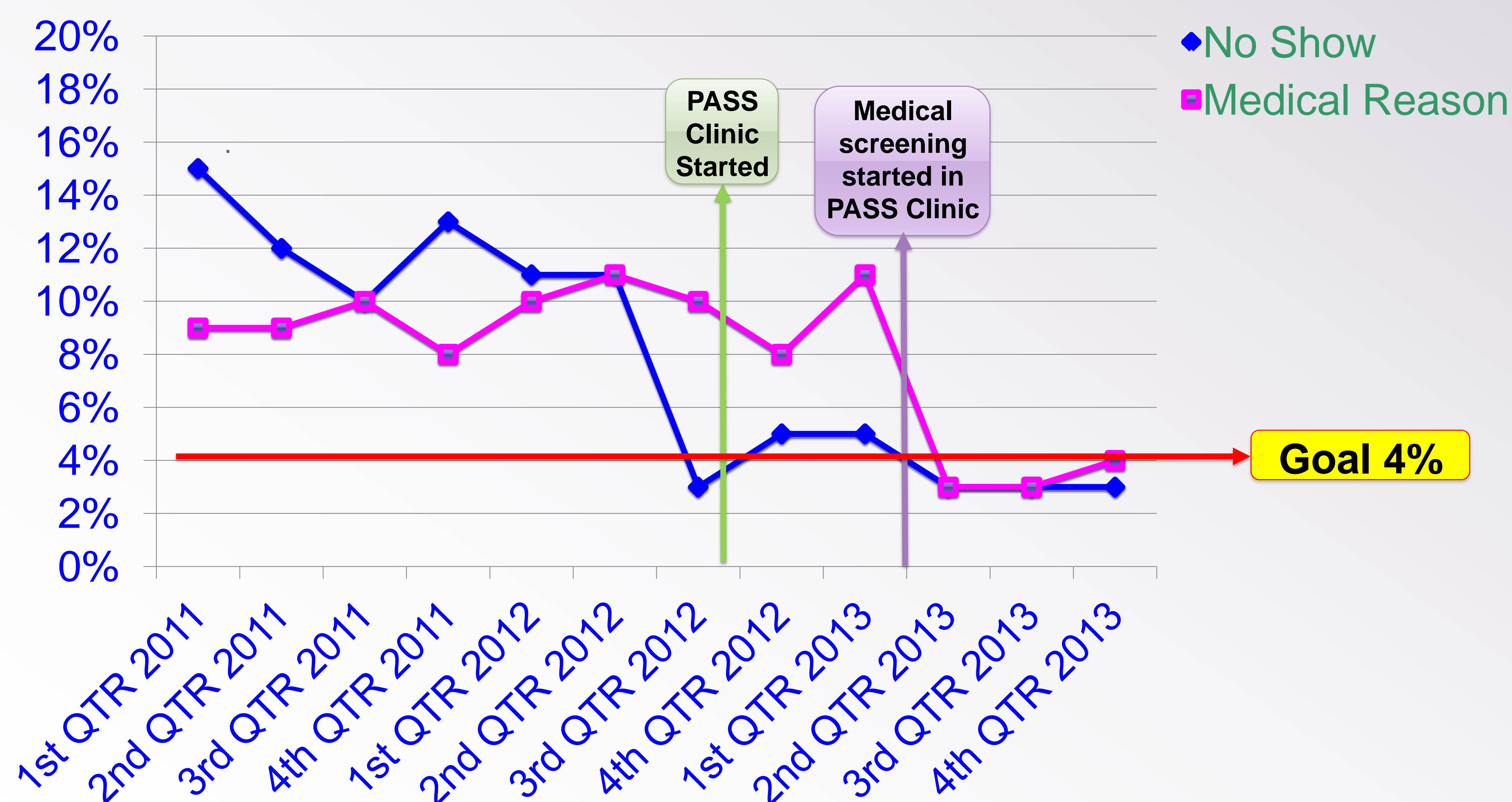
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Result:



Conclusion:

- Identifying existing medical conditions and Anesthetic difficulties by pre assessment surgical screening reduced the rate of cancellation of surgery to 4%.
- Customer contact thru telephone/SMS 1-2days prior to surgery to confirm their willingness is the best way of ensuring attendance which reducing No show rate to 3%
- Providing PASS clinic service was the key to the improvement in effective OR utilization.

Next Step:

- Continue Customer contact thru telephone/SMS to reduce No show.
- Only medically fit patients should be scheduled for surgery.
- To extend PASS clinic services to Plastic Surgery Clinic and Ophthalmology.