

# Decreasing Number of Short Notice Cancellation of Operations for Urology/Male Infertility Team

Mohamad Arafa, Khalid Al-Rumaihi, Sami AlSaid, Haitham ElBardisi, Ruba Y. Taha, Hazem Miqdad, Maryam AlMannai  
 Urology & General Surgery sections, Hamad Medical Corporation

## Introduction

Since January 2013, 40% of the patients booked for surgery for the Urology Male Infertility team are cancelling their operations only few days before surgery which leads to false population of the operative list for the team and consequently there is a very long waiting list (5 months) and also leads to under-utilization of the operative service when many patients are cancelled and no substitute was found.

## Aim

To decrease the number of short notice cancellation of operations for the Male Infertility Team from 40% to 20% by 1 January 2014 .

## Intervention

- ☐ Telephone interview was done for cancelled patients in the past 4 months to know the cause of cancellation.
- ☐ Pareto chart was done to identify the most important causes for cancellation (Chart 1).
- ☐ The most 2 important causes were short notice confirmation call and the patient did the operation else were due to long waiting time (comprising around 80% of the causes)
- ☐ Action plan was as follows:
  - ⊙ Making operation confirmatory call 10 days prior to surgery.
  - ⊙ Prepare a list for high priority patients to be as substitution for cancelled patients.

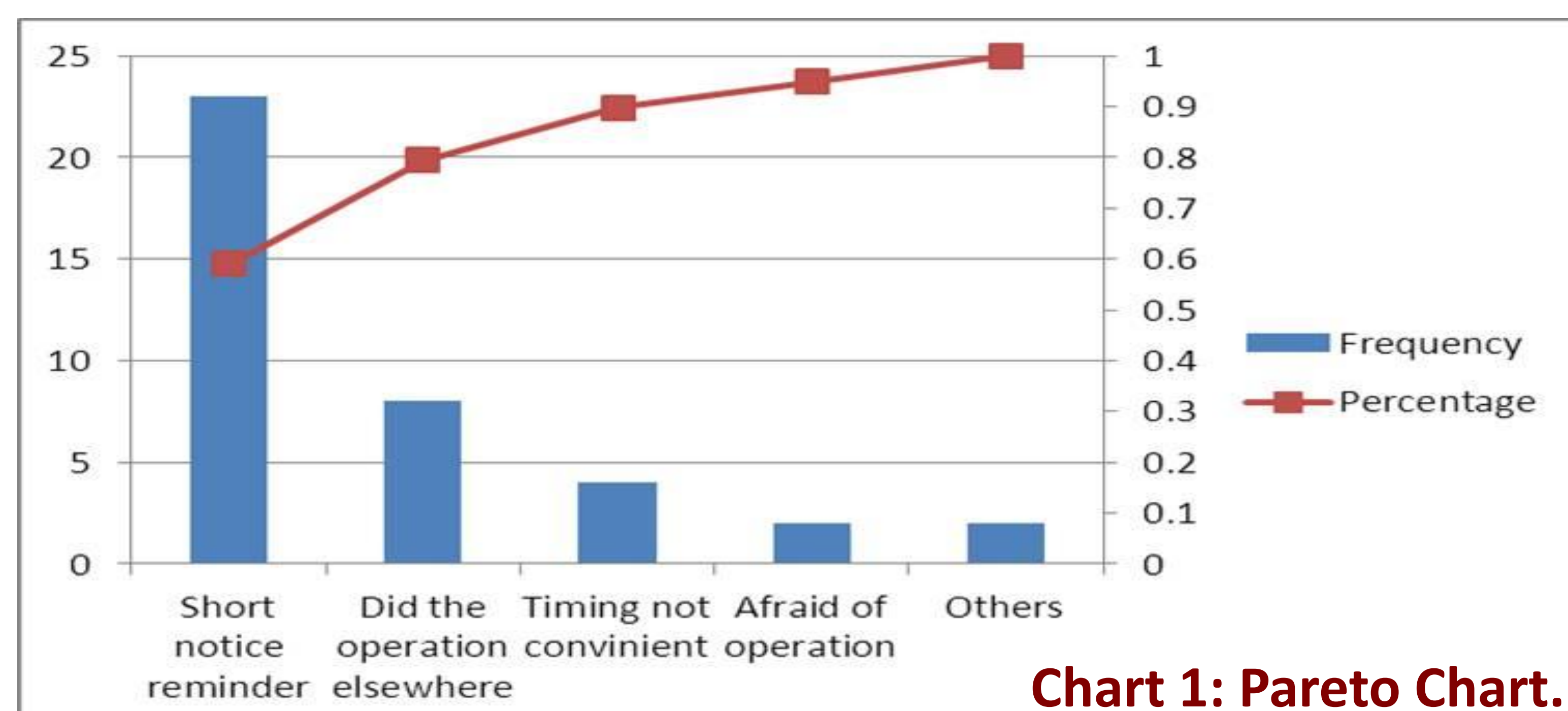
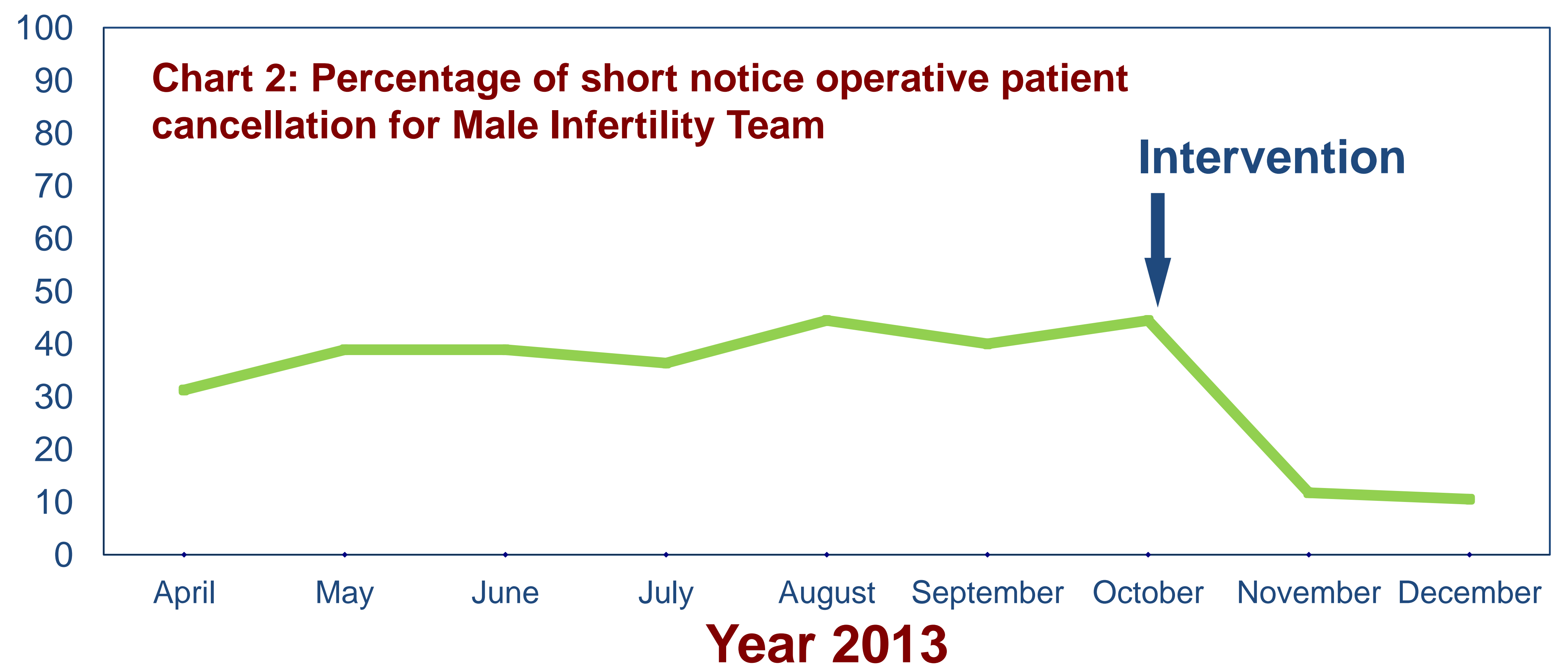


Chart 1: Pareto Chart.

## Results

- ☐ The short notice cancellation decreased from 40% to 10% (Chart 2).
- ☐ The operative list is properly populated.



## Conclusion

- ☐ After intervention; the short notice cancellation decreased to 10% (Goal achieved and exceeded).
- ☐ Proper population of the operative list is expected to decrease the waiting list for operations.
- ☐ The waiting list gives chance for high priority patients to do their operation in the proper timing.

## Next Steps

- ☐ Change of the booking policy for male infertility patients by implementing Operation confirmatory call 10 days before surgery.
- ☐ Enforcing the role of the patient educator of the male infertility team in patient counseling before surgery.
- ☐ Planning to decrease operative waiting list to 2 months