

Standard Requirements for Scheduling Surgery

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Standardization of Requirements to Schedule

Standardized Language

Volume of procedures

“Zero Cards”

Surgical Delays

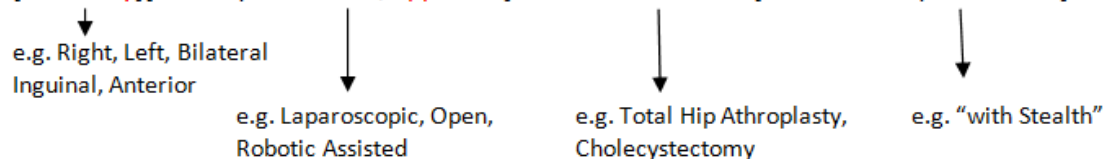
Standardized Paperwork

Received error rate - 41%

Rework

New Naming convention for surgical procedures:

[**Laterality**][**Technique modifier/Approach**] **PROCEDURE NAME** [Other technique modifier]



Sum of # occurrences	Date
	Jan
no consent	16
equipment not called in	3
no orders	3
no PST orders	3
conf sheet not timed	3
conf sheet not dated or timed	2
no conf sheet, no permit	2
orders rec'd after testing appt	1
testing date contradictory	1
procedure contradictory	1
conf sheet not signed, dated, timed	1
wrong procedure	1
laterality missing	1
paperwork rec'd surgery day	1
abbreviations on conf sheet	1
surgical date contradictory	1
conf sheet / orders not timed	1
testing orders missing	1
consent not witnessed	1
equipment contradictory	1
cross-outs not initialed	1

Successes



- Consistent procedure language used throughout Perioperative Services
- Less scheduling errors in procedures
- Decreased the amount of faxing protected information
- Some offices reserve their own PreSurgical testing appointments with patient present
- Decreased number of phone calls between scheduling and offices
- Increased electronic communication resulting in less rework and errors
- Eliminating the paper copies of Doctor Preference Cards