Target / Core Standard: 28 day Readmission Following Cancelled Operation March 2008

The Issue

Over the year 2007-08 20% of patients whose elective admission was cancelled on the day of or after admission were not subsequently treated within the target time of 28 days.

The underlying cause is a high rate of such cancellations (3.8% for the year).

Proposed Actions

Actions are focussed on both reduction of the overall number of such cancellations and on improving the subsequent treatment of such patients as are cancelled.

Reducing cancellations

- More pro-active management of admissions introduced. A bed predictor tool is now used to estimate bed requirements and plan elective admissions.
- Process now in place to ensure Monday lists are looked at on a Sunday to further reduce admissions if necessary
- Admissions management arrangements are under review. Service managers check and review planned admissions on a daily basis.
- Review of cancellations and promulgation of 'lessons learnt' introduced.
- Theatre service manager liaising with theatre staff to ensure that equipment is order in time to ensure operations are not cancelled due to lack of equipment.
- Opening of 6 ring fenced elective beds for orthopaedic surgery in February 2008.

28-day admission of cancelled patients

- System to identify short notice elective patient cancellations introduced, with capacity used to offer admission to 28-day patients.
- Post established to manage cancellations; now recruited.
- Weekend lists undertaken at Watford to create capacity for these patients.
- Additional lists undertaken at Hemel to try to reschedule cancelled Watford elective surgical and urology patients

Next Steps:

- Continuing with recruitment of theatre staff to enable more services to transfer to St Albans site.