

Target / Core Standard: 28 day Readmission Following Cancelled Operation December 2007

The Issue

In November 2007 22% 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. Across the year to date the breach rate is 20%.

The underlying cause is a high rate of such cancellations (4.8% in November and 3.3% year to date).

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.
- 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.

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; currently under recruitment.
- Weekend lists undertaken at Watford to create capacity for these patients.

Next Steps:

- Continuing with recruitment of theatre nurses to enable more services to transfer to St Albans site. Presently shortlisting candidates from latest recruitment drive
- Examining the prospect of some anaesthetic cover at SACH out of hours to allow more complex work to be undertaken.