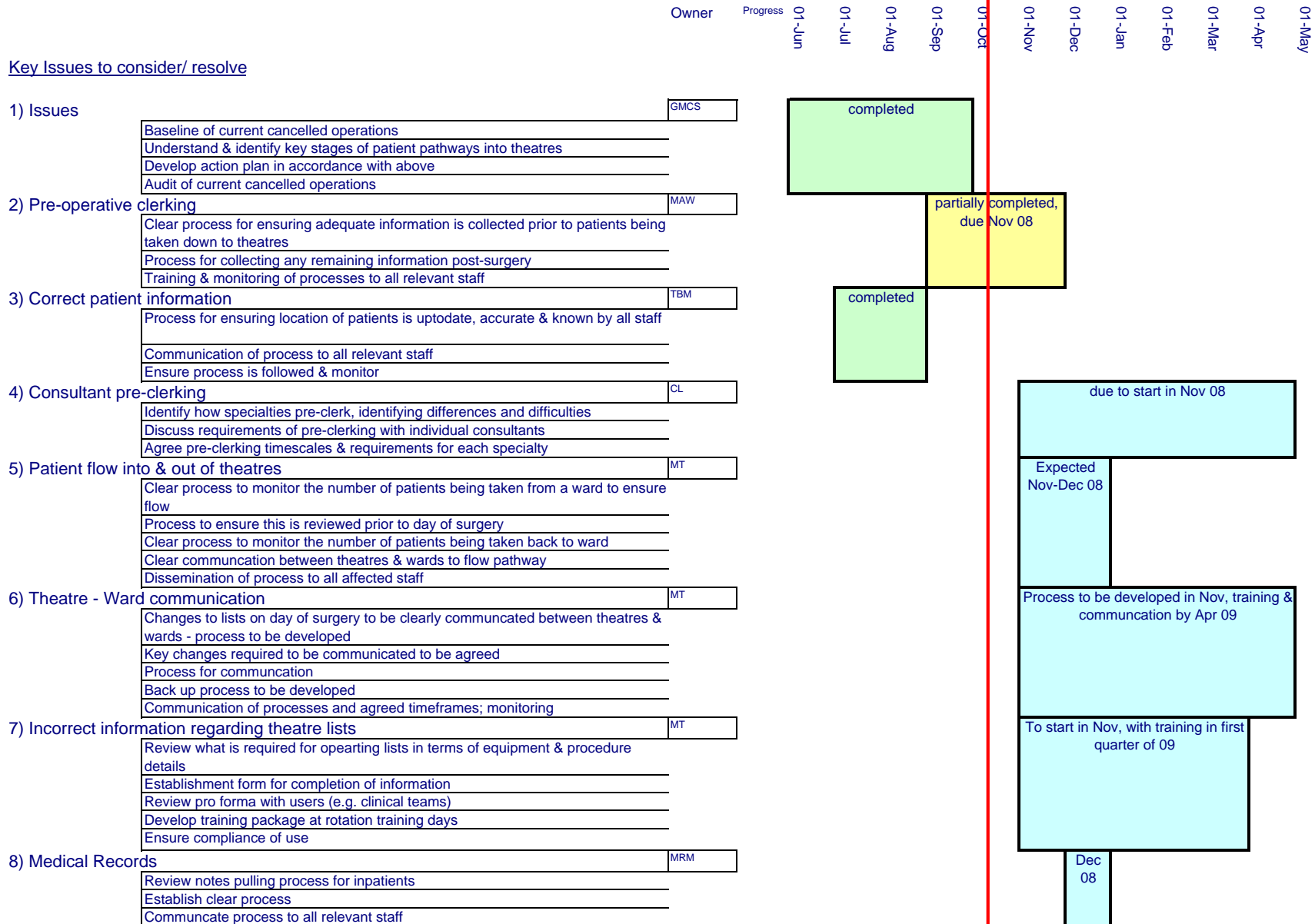


**Attachment D RNOH Cancelled Operations Action Plan**  
**Cancelled Operations at RNOH**

last update 14-Oct-08

Issue To reduce number of cancelled operations in theatres

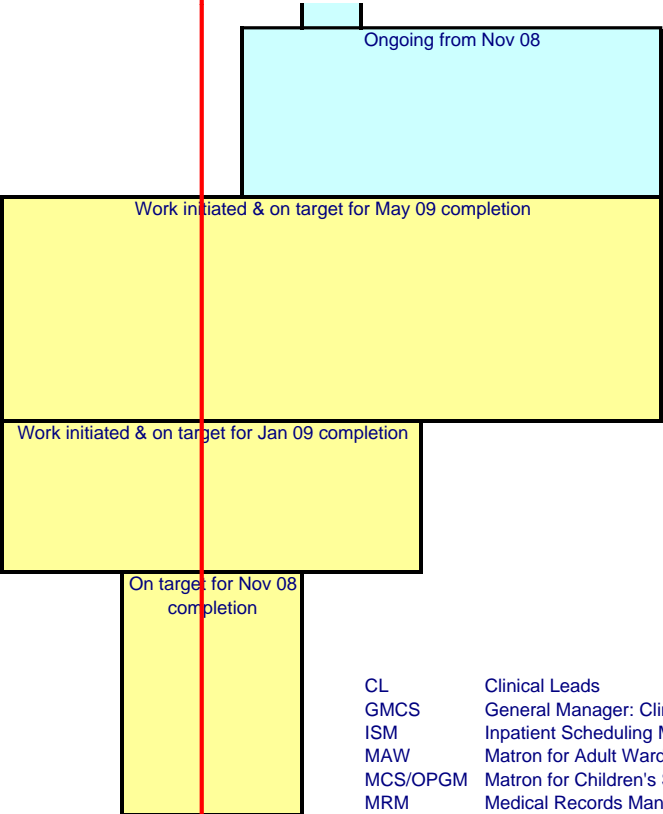


Issue To reduce number of cancelled operations in theatres

Owner Progress 01-Jun 01-Jul 01-Aug 01-Sep 01-Oct 01-Nov 01-Dec 01-Jan 01-Feb 01-Mar 01-Apr 01-May

Key Issues to consider/ resolve

9) Communication	Review process for emergency patients	GMCS
	Collation of processes	
	Development of policy to support processes	
	Approval of policy by Executive Team	
	Training package of policy & procedures to be developed	
	Training undertaken	
	Feedback mechanism for complications or changes to be made	
10) List preparation		ISM
	Monitor & audit compliance of TCI forms	
	Review & audit use of pre-operate services	
	Review TCI forms and ensure all information is relevant	
	Ensure compliance with pre-operative service	
	Monitor short-term changes & cancellations to lists and individual patients	
	Specialties to ensure all lists are maintained and changes minimised	
	Compliance with six week leave policy - reminder to all relevant staff	
	Escalation process for cancellations (in ABC policy) communicated & followed	
11) Adding to waiting lists		MCS/OPGM
	Review & audit use of pre-operate services	
	Completion of TCI forms in OPD & entry to pre-op process reviewed & agreed	
	Patient booking process clarified & simplified, with good surgical information provided	
	Process introduced & monitored	
12) Monitoring, Auditing & feedback mechanisms		GMCS
	Completion of daily cancelled operations spreadsheet - process in theatres clarified	
	Completion of daily cancelled operations spreadsheet - process wards clarified	
	Develop pro forma for clinicians to agree reason for cancellation	
	Daily information of cancellations to be emailed to relevant staff	
	Daily review of cancelled patients	
	Weekly review of cancelled patients at ABC Meeting	
	Process for escalating patients who need to be rebooked	
	Process for identifying any trends in cancellations	



- CL Clinical Leads
- GMCS General Manager: Clinical Support Services
- ISM Inpatient Scheduling Manager
- MAW Matron for Adult Wards
- MCS/OPGM Matron for Children's Services & Outpatient General Manager
- MRM Medical Records Manager
- MT Matron for Theatres
- SGM Specialty General Managers
- TBM Theatre Business Manager