**BC CHILDREN’S HOSPITAL**

**Problem Statement:** The pediatric population typically undergoing dental surgery are often unable to tolerate treatment in a dental clinic due to their age (under 2 years). Any cancellation or delay on the day of surgery due to inadequate preparation can mean unused operating room (OR) time, delays and a poor experience for the patient and family.

**Aim:** The aim was to improve access to surgery by improving physical, emotional and psychological preparation and providing support to patients undergoing dental restorations and extractions. A nurse-led pre-anesthetic screening program was developed to address any potential sources of delays or concerns ahead of time and to ensure a more streamlined day of surgery experience.

**MAPPING SESSION**

A nurse-led pre-anesthetic screening program was developed to address any potential sources of delay or concerns ahead of time and to ensure a more streamlined day of surgery experience.

**GOAL 1**

- Provide a single point of contact for all patients undergoing dental surgery.

**GOAL 2**

- Contact 100% of families to prepare them physically and emotionally for surgery.

**GOAL 3**

- Decrease delays and cancellations due to patient unpreparedness.

**Surgical Gynecology Optimization**

**PILOT**

Pilot in BCW’s Care Program half-day per week

**OPERATIONALIZE**

Expand capacity within BCW scheduled gynecology daycare surgery

**CURRENT STATE**

Consolidate scheduled gynecology daycare surgery from across Vancouver hospitals

**ANESTHESIA CONSULT**

- Set up the procedural sedation pilot.
- Established protocols, guidelines and training.
- Created a half-day state.
- Trained specialty nurses.

**PATIENT QUESTIONNAIRE**

Nurse teams review patient questionnaires and health records 1-2 weeks prior to surgery and call the family to answer any questions or concerns.

**PATIENT JOURNEY MAPPING SESSION**

A session was held to explore what children and families need to feel prepared for their surgery and findings informed the planning and implementation of the patient questionnaire.

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**ANESTHESIA CONSULT**

Sensory, emotional and communication assessment is done in collaboration to further improve the experience of families with autistic children.

**SUPPORT CHILDREN WITH AUTISM**

- Sensory, emotional and communication assessment is done in collaboration to further improve the experience of families with autistic children.

**GOAL 1**

- Improved utilization of OR time by 22.4% in 2019/20 compared to 2018/19.

**GOAL 2**

- Reduced early finishes by 13% in 2019/20 compared to 2018/19.

**GOAL 3**

- Eliminate one week of seasonal closures.

**GOAL 4**

- Develop a new OR grid to optimize booking of single surgical specialty per day to reduce turnaround times.

**HOW DID WE DO IT?**

**Pre-Anesthetic Screening Program**

A nurse-led pre-anesthetic screening program was developed to address any potential sources of delay or concerns ahead of time, to ensure a more streamlined day of surgery experience.

**WHAT ARE WE ACHIEVING TO ACHIEVE?**

**BC WOMEN’S HOSPITAL**

**Problem Statement:** Patients that require gynecology daycare procedures are booked through major operating rooms (ORs) in the Lower Mainland. Due to increasing demand for these services coupled with limited access to OR time across the province, this model of care is no longer sustainable.

**Aim:** To improve the surgical gynecology optimization project is to implement an innovative model of care using procedural sedation that will improve patient outcomes (shorter recovery time) and improve system level outcomes (less resource intensive and higher provider satisfaction).

**GOAL 1**

- Free up OR time in Vancouver hospitals (Vancouver General Hospital - VGH, St. Paul’s Hospital – SPH, and University of British Columbia Hospital - UBC) to accommodate major surgeries through the transfer and consolidation of gynecology daycare surgeries to BC Women’s Hospital (BCW).

**GOAL 2**

- On-boarded 28 surgeons to procedural sedation service. Established procedural sedation deliveries to 4 days per week.

**GOAL 3**

- Improved OR utilization by 66%.

**GOAL 4**

- Developed a new OR grid to optimize booking of single surgical specialty per day to reduce turnaround times.

**OUTCOMES AND PATIENT FEEDBACK**

**BC WOMEN’S GYNECOLOGY SURGICAL VOLUME**

- Projected Procedural Sedation
- Projected Daycare

**Daycare**

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<thead>
<tr>
<th>Projected Daycare</th>
<th>Projected Procedural Sedation</th>
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**BC WOMEN’S GYNECOLOGY SURGICAL VOLUME**

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**Percentage of patients waiting longer than 26 weeks for their surgery has significantly decreased in 2019/20 compared to 2018/19.**

**STAFF IMPACT**

- Improved nurse satisfaction and retention
- Increased knowledge of patients prior to the first meeting with surgeon
- Improved staff coordination
- Improved physician satisfaction

**SYSTEM IMPACT**

- Improved access
- Developed a innovative model of care
- Released 175 days/year of OR time at SPH, UBC and VGH
- Decreased day of surgery cancellations
- Realigned existing resources to decrease costs for anesthesia resources
- Improved utilization of ORs

**PATIENT IMPACT**

- Improved patient experience
- Faster recovery with procedural sedation
- Improved patient and family preparedness
- Reduced OR delays
- Decreased waits for surgery

**OVERALL PHSA IMPACT**

- Improved utilization of OR time by 22.4% in 2019/20 compared to 2018/19.

“Even as a seasoned and skilled parent my interactions with you prior to today helped me feel so much less stressed about all that needed to happen. I can only imagine the huge impact this role has for parents when it’s their first time.”

- A.R. Autism specialist and Dental Surgery Parent

"We feel very in good hands. This has been the best communications protocol we have "ever" had in any Pre-Anesthetic encounter in the 17 years we have been going to BCCH.”

- Long term family of BCCH

"Everything was so smooth, painless and I was able to resume as normal. I went out of town the next day for... and I was able to resume as normal. Everything was so smooth, painless and I was able to resume as normal. I went out of town the next day for..."