

Patient Focus in Surgery in BC

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What Do Patients Want?

- I have to see a surgeon!
- Who should I see and what are my options?
- How long will I wait to see the surgeon?
- I haven't heard anything from the surgeon's office: when's my appointment?

My surgeon has booked me for surgery!

- When will I have my procedure?
- How long will I wait?
- Do I have choice - I have to make arrangements?
- I hope it isn't too long - I'm worried!

Will everything go well?

- Is my surgeon any good?
- What about the hospital?
- Will they look after me well?
- What happens when I go home?

Where can I get more information?

- I want to find information about my surgery, about my options and about how long I should wait.
- What's going to actually happen on the day?
- How much pain will I have?
- My surgeon told me a whole load of stuff but my mind was whirling.

Making patients the focus.

System wide approach!

'Wait Two' - from surgeon to surgery

- Wait lists: the BC Surgical Patient Registry (SPR) and the prioritization model.
- Taking it to the next level - eBooking: electronic communication between the surgeons' office, the hospital OR booking system and the SPR
- Accurate, synchronized, transparent, easy to use information for scheduling.
- Used to populate the public website

Wait list management

- Move to co-management model
- Patients scheduled in turn within their urgency category using risk stratification
- Changes in status automatically recorded and everyone aware
- With effective system, should be able to give patients a date range as soon as they are booked.

'Wait One' - from GP to Surgeon

- The other wait - but out of Health Authority / Hospital jurisdiction.
- But opportunities to facilitate:
- Improve communication between GP and surgeon: information templates, triages systems, advanced access, electronic referral.
- Public information for GP's and patients.
- An individual surgeon or next₉available: patient choice!

Efficiency

- Perioperative efficiency project

How do we forecast resources?

Accurate demand

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- Accurate data
- Wait list management
- Efficiency

Quality: how do I know I'm going to get good care?

- Focus on systems.
- Pre surgical screening
- Clinical care management guidelines: VTE prophylaxis, antibiotic prophylaxis and surgical safety checklist.
- National Surgical Quality Improvement Project (NSQIP)
- Patient Reported Outcome Measures (PROMS)

Public Information

- Surgical Wait Times website: www.health.gov.bc
- Information websites: www.fraserhealth.ca/your_care/hospital/surgery/
 - Choosing a surgeon
 - Preparing for surgery
 - The surgery day
 - Going home
 - Information for family
 - FAQ's

Dreams

- Easy access to information for patients, surgeons and administrators
- Web based
- Privacy issues addressed
- Smart phone and tablet APPS.
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Questions?