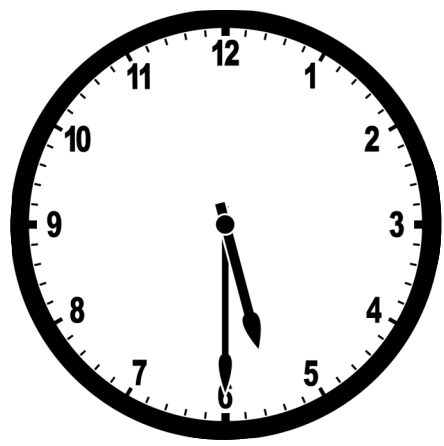


Improving the TTO process for Day Surgery Patients

Catrin Davies and Laura Cummings



What and Why?



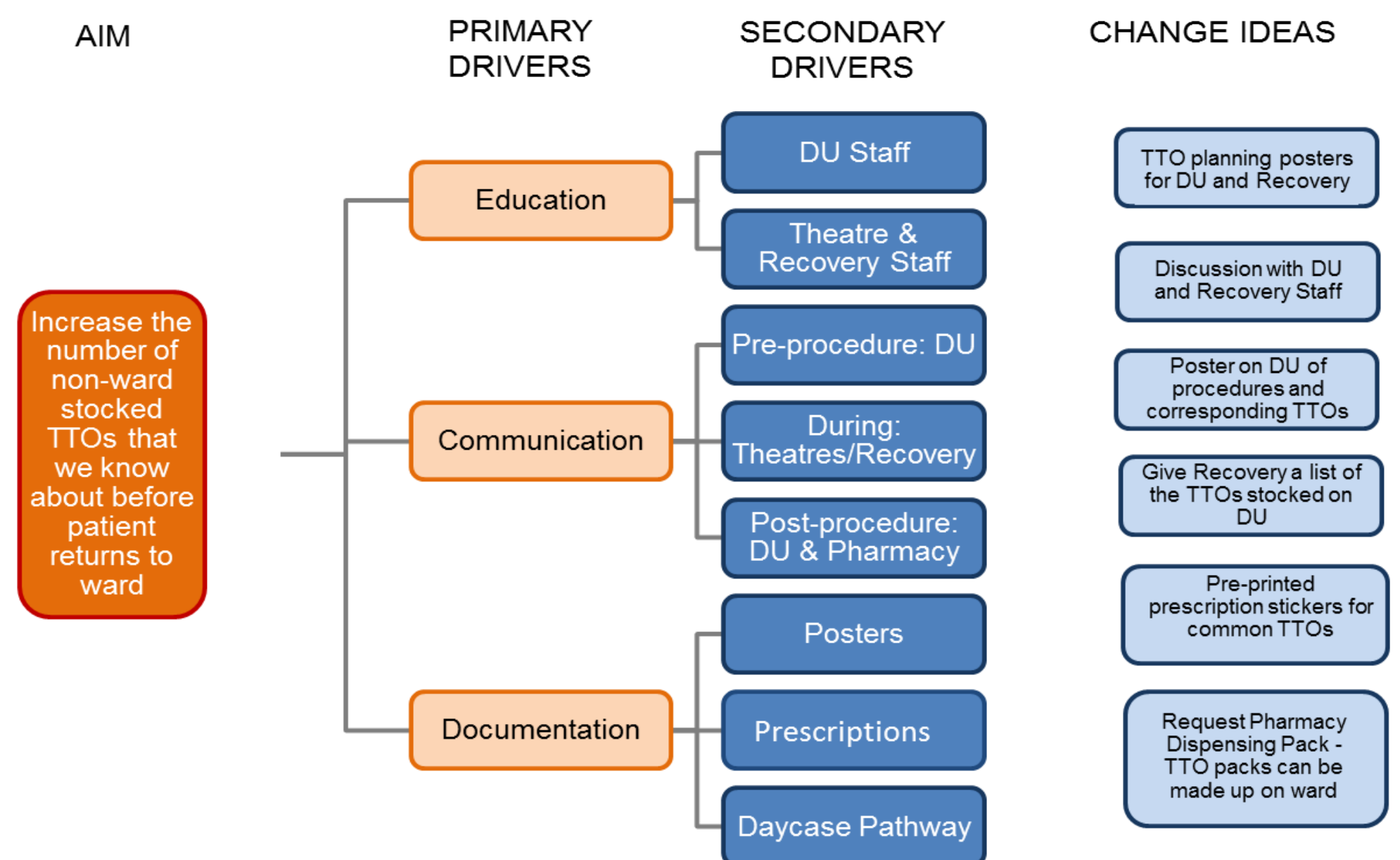
Day surgery patients sometimes need medication to take home (TTOs) after their procedures. We only stock some TTOs on the Day Surgery Wards (DU). All other requests need to be prescribed and delivered to Pharmacy before they close at 5.30pm.

DU staff may only find out that the patient needs a TTO when they return to the ward from Recovery, and it isn't always prescribed. This can cause delays to patients who want to go home. If pharmacy is closed before we get the prescription, patients may have to return the next day to collect TTOs. Knowing about TTO requests earlier would enable DU staff to plan ahead and act earlier to reduce delays.

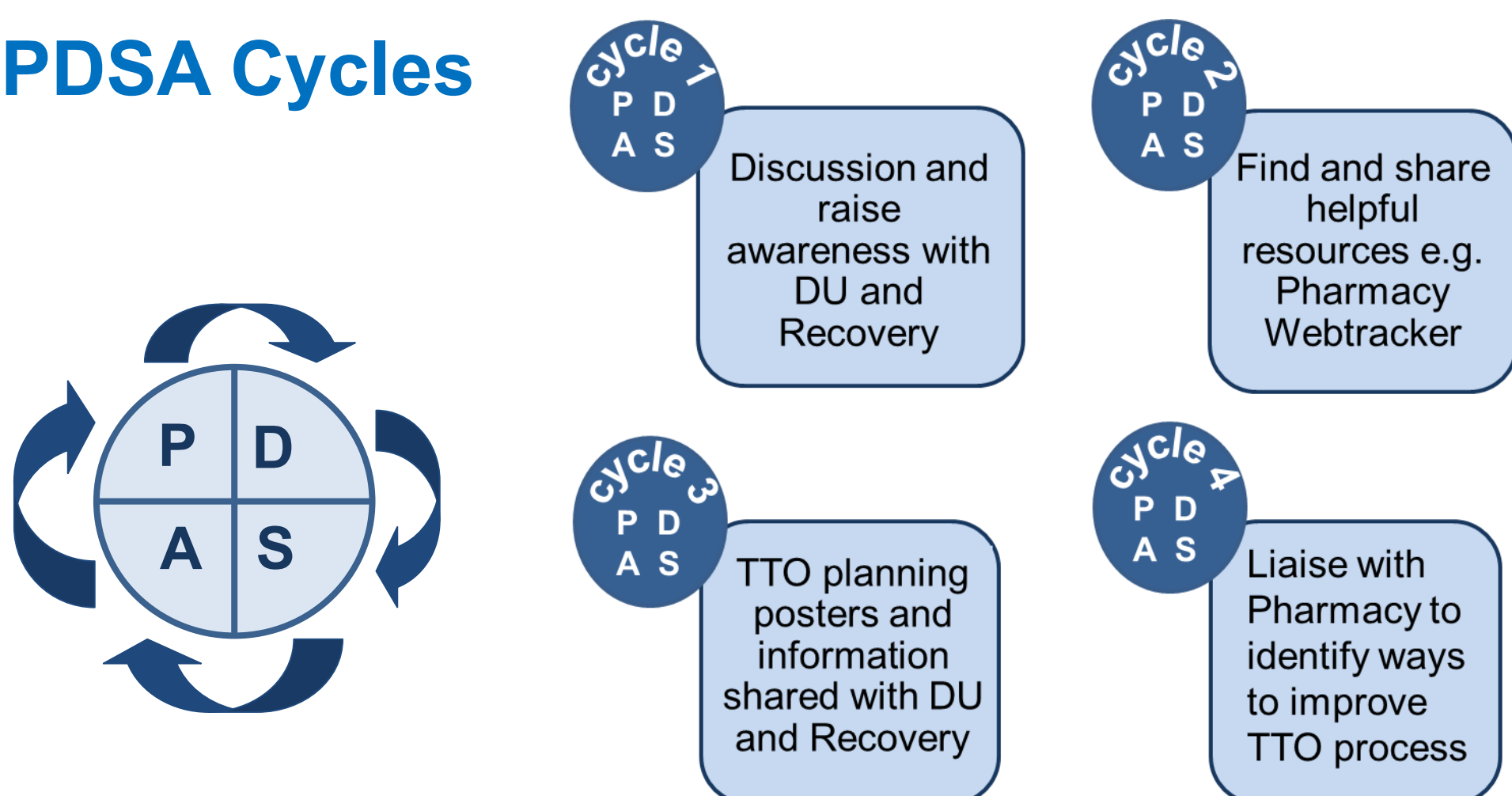
Aim

To increase the percentage of non-ward stocked TTOs that we are informed about before the patient returns to the ward by 20% by September 2019

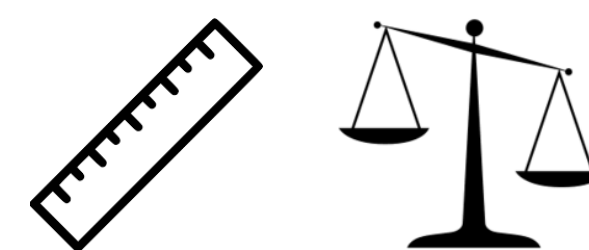
Driver Diagram



PDSA Cycles



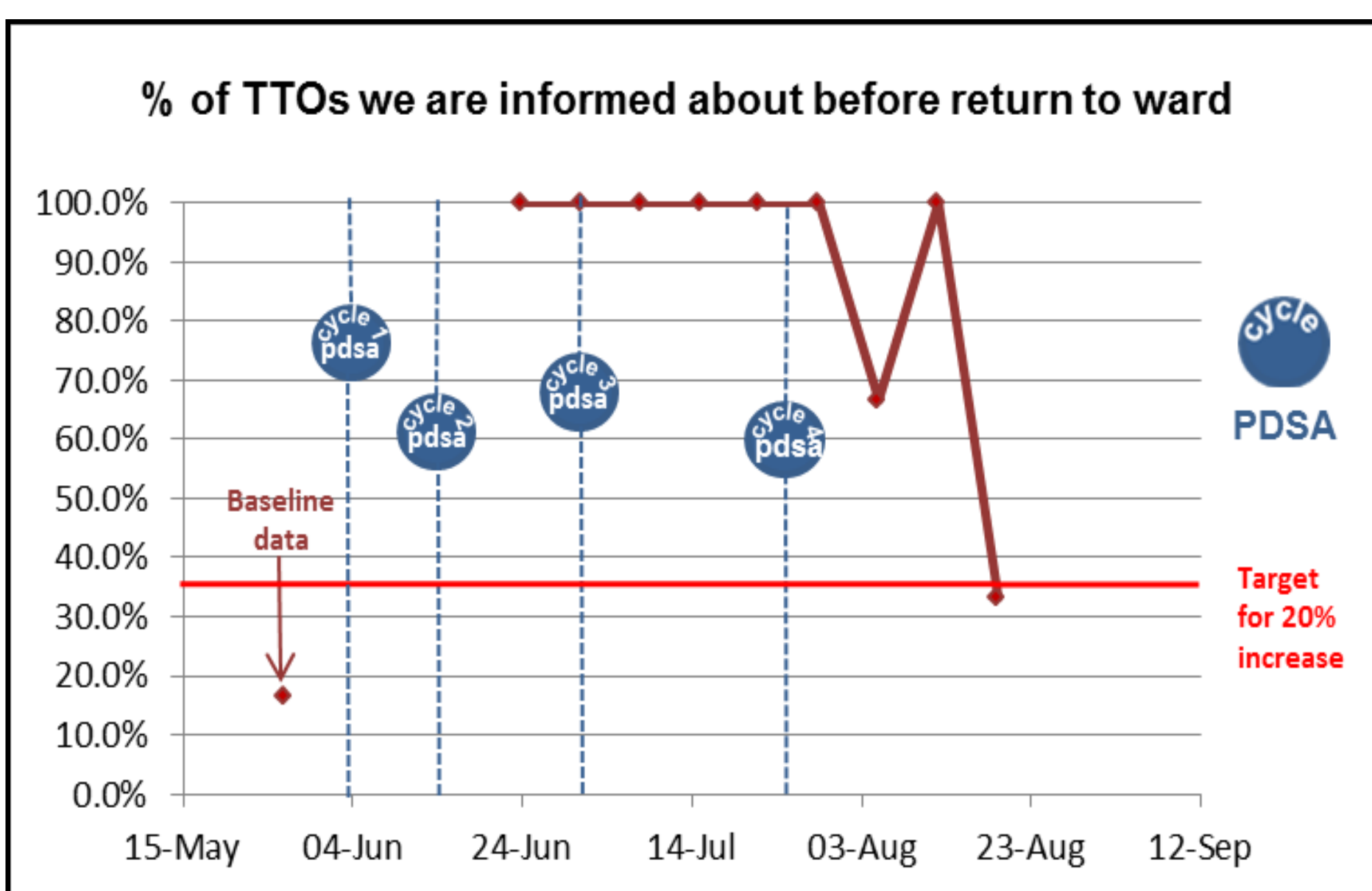
Measures



Outcome Measure: The percentage of non-ward stocked TTOs that we are informed about before the patient returns to the ward

Process Measure: The percentage of non-ward stocked TTOs that are prescribed before the patient returns to the ward

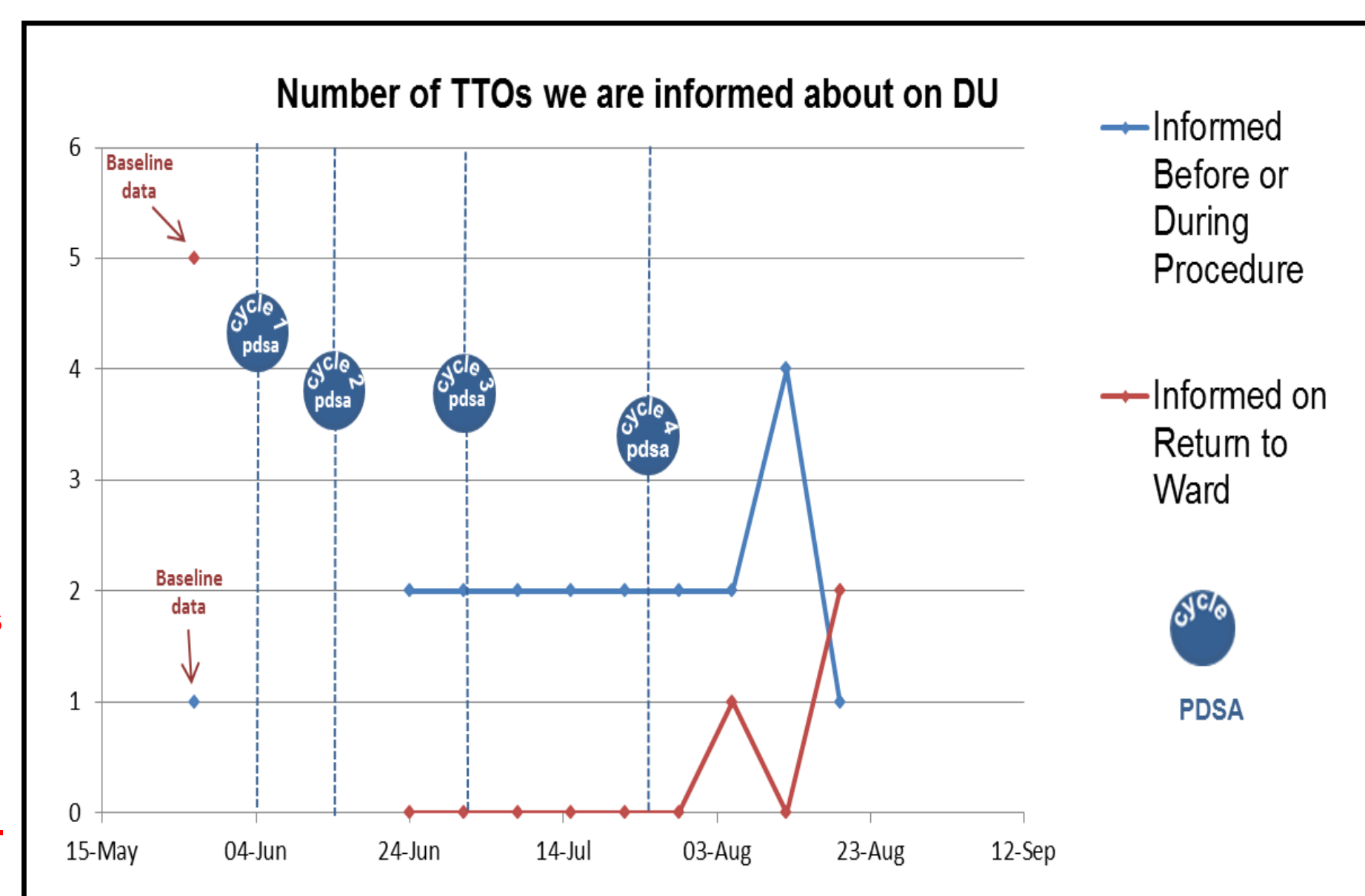
Balancing Measure: The number of incorrect and wasted prescriptions produced



Results

Target was achieved quickly but ongoing work will be required to sustain improvement - results did not remain consistent.

Numbers can be low so small variations have a large effect on results. The ongoing QI process will aim to embed successful change ideas in practice and achieve sustained improvement.



In addition

We saw an opportunity to also improve communication on another issue which can delay discharge: Obtaining an anticoagulant restart date after surgery. If the date is not specified before the patient returns to the ward there can be a delay to discharge while this is obtained. A red dot sticker placed on the front of the Day Case Pathway identifies patients on anticoagulants. DU and Recovery staff are prompted to obtain a restart date from the surgeon before the patient returns to the ward. Although not measured via audit, feedback from staff has been positive.



A Dispensing Box has been placed on the Day Surgery Ward so that TTO packs can be made up by a doctor and nurse if Pharmacy is closed.

Next Steps....

- Role of Nurse in Charge to include responsibility for the day's TTO planning
- Continued discussion to raise awareness among DU Staff
- Teaching Session within Theatre Department
- Introduction of pre-printed prescription stickers for common TTOs
- Day Case Pathway is being updated

