

Surgical Case Delay Notification- Emergency Case Prioritization

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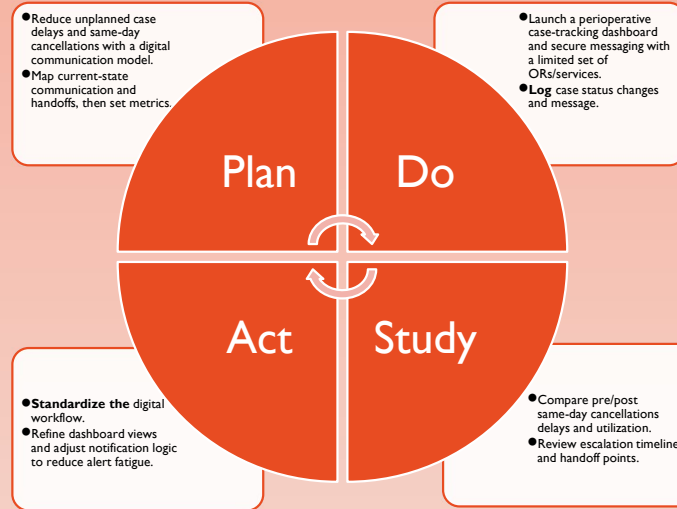


Background

- The perioperative environment manages over 23,000 annual procedures, including trauma, transplants, and urgent add-on cases, requiring seamless interdisciplinary coordination.
- Inefficiencies and delays were frequently caused by reliance on verbal communication (especially phone calls), leading to misunderstandings and scheduling conflicts.
- The team identified a need for a centralized, transparent communication system to support rapid decision-making in a high-acuity surgical setting.

Plan

- Conduct Lean and human-centered design workflow mapping to identify breakdowns in communication and handoffs.
- Audit surgical records, analyze call patterns, and gather staff feedback to quantify operational problems and user pain points.
- Implement digital tools (centralized dashboard and secure messaging) integrated with the EHR, followed by staff training and monitoring for adoption.



Discussion

- Implementing a centralized communication platform significantly reduced scheduling conflicts and improved transparency, creating a more reliable workflow for unplanned cases.
- The reduction in phone-based communication minimized interruptions and cognitive load for perioperative staff, contributing to smoother coordination.
- The measurable drop in same-day cancellations (25% → 20%) demonstrates the impact of improved communication on operational efficiency and patient throughput.
- The project highlights perioperative nursing leadership in driving system redesign, advocating for patient safety, and ensuring technology aligns with real clinical needs.

Results Cancelled Cases

