D4: Safe surgical flow – how timely surgery and work environment goes hand in hand

International Forum on
QUALITY & SAFETY
in HEALTHCARE
COPENHAGEN

Adapting to a changing world: equity, sustainability and wellbeing for all

@QualityForum #Quality2023

Institute for Healthcare Improvement

BMJ

midt

Central Denmark Region

Safe Surgical Flow

How timely surgery and work environment goes hand in hand

Safe Surgical Flow

Quality and Patient Safety

Presenters

Nils Falk Bjerregaard

Chief Medical Officer and anaesthesiologist
Regional hospital Horsens

Birgitte Brandsborg

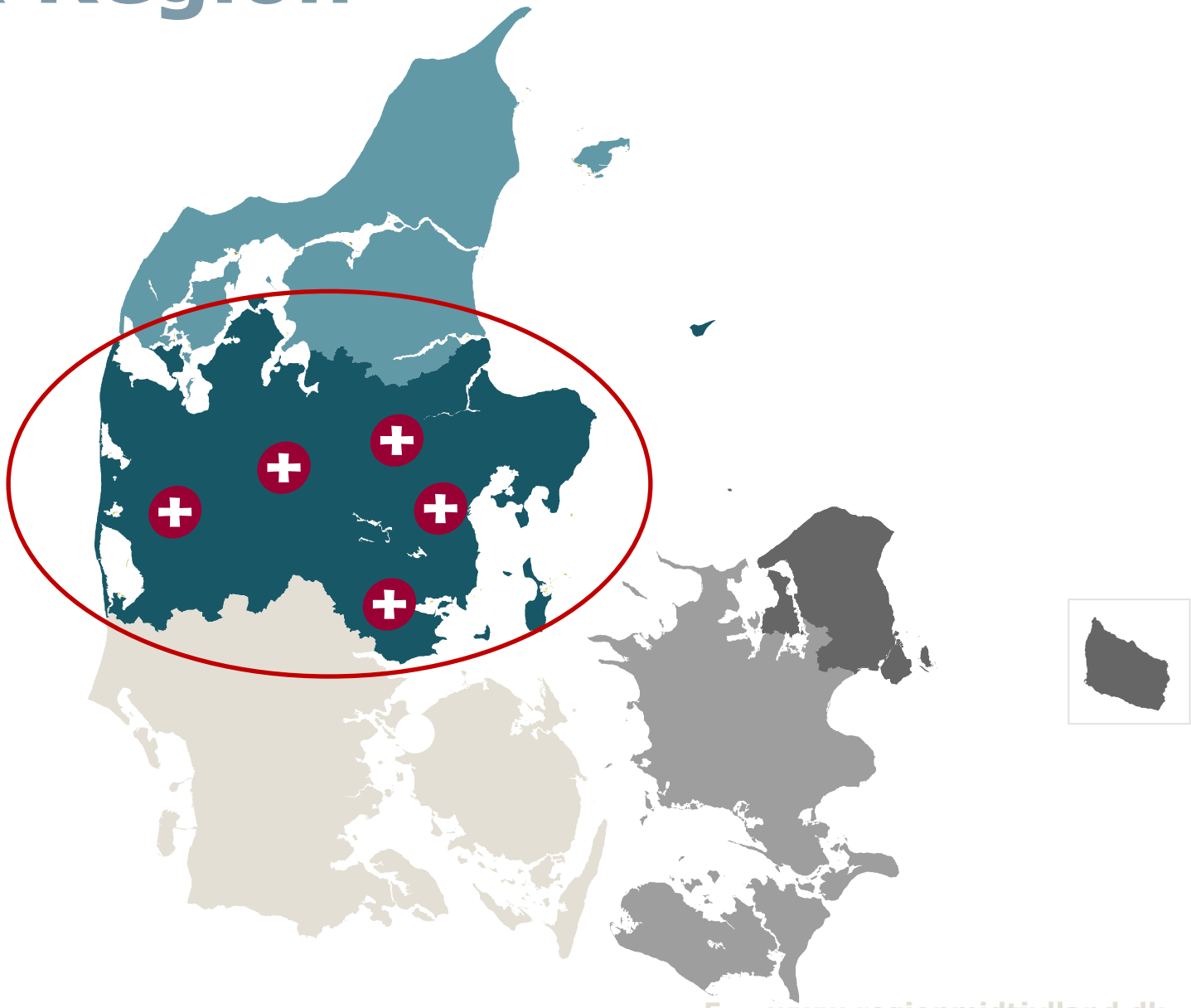
Clinical Manager and anesthesiologist
Aarhus University Hospital

Ann Kathrine Sindby

Neurosurgeon
Aarhus University Hospital

Central Denmark Region

- 1 of 5 regions in Denmark
- 1.3 million inhabitants –
  approximately 23 % of the overall population in Denmark
- 5 hospitals
  - 4 general hospitals
  - 1 university hospital
- 200,000 surgical procedures per year



Safe Surgical Flow
Quality and Patient Safety

Agenda

- Urgency classification
- Experiences
- Insights

TAKE HOME MESSAGES

Take home messages

The urgency classification tool…

1. creates a common language that breaks down barriers
2. provides transparency of surgical capacity
3. enhances work environment

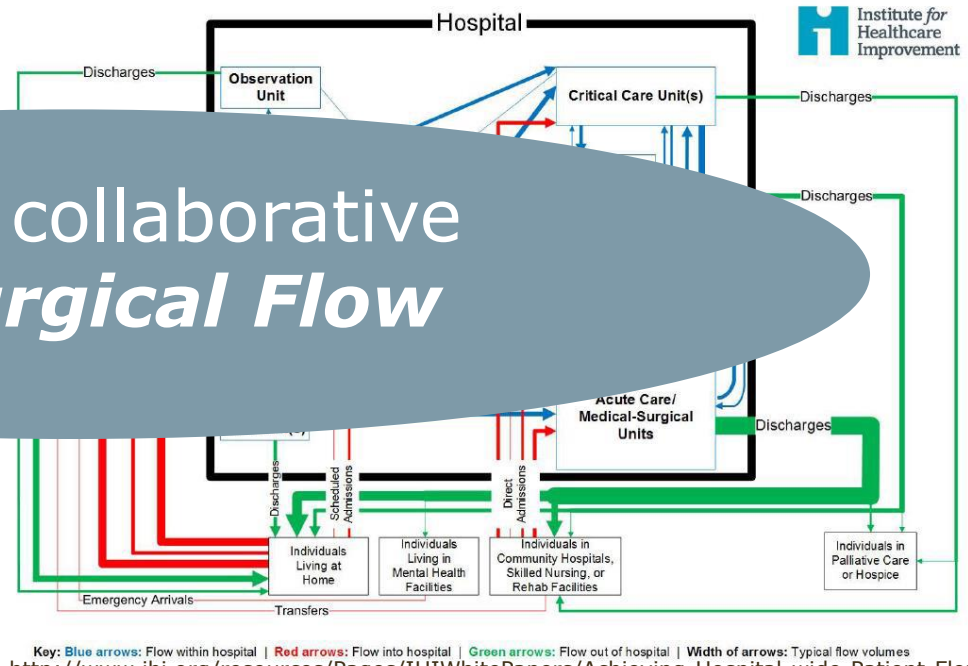
URGENCY CLASSIFICATION

Safe Surgical Flow
Quality and Patient Safety

Achieving hospital-wide patient flow

- The right care, in the right place, at the right
- OR –
  achieving
  patient flow

Regional collaborative
Safe Surgical Flow

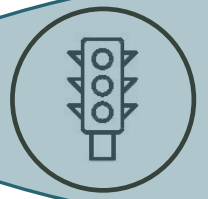


http://www.ihi.org/resources/Pages/IHIWhitePapers/Achieving-Hospital-wide-Patient-Flow.aspx

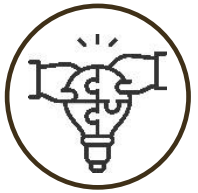
Safe Surgical Flow
Quality and Patient Safety

Urgency classifi-cation | Experien-ces | Insights

Safe Surgical Flow: Corner stones



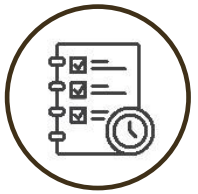
Timely surgery of acute surgical patients



Team collaboration

1

Determination of the first patient in the OR



Capacity planning

Safe Surgical Flow
Quality and Patient Safety

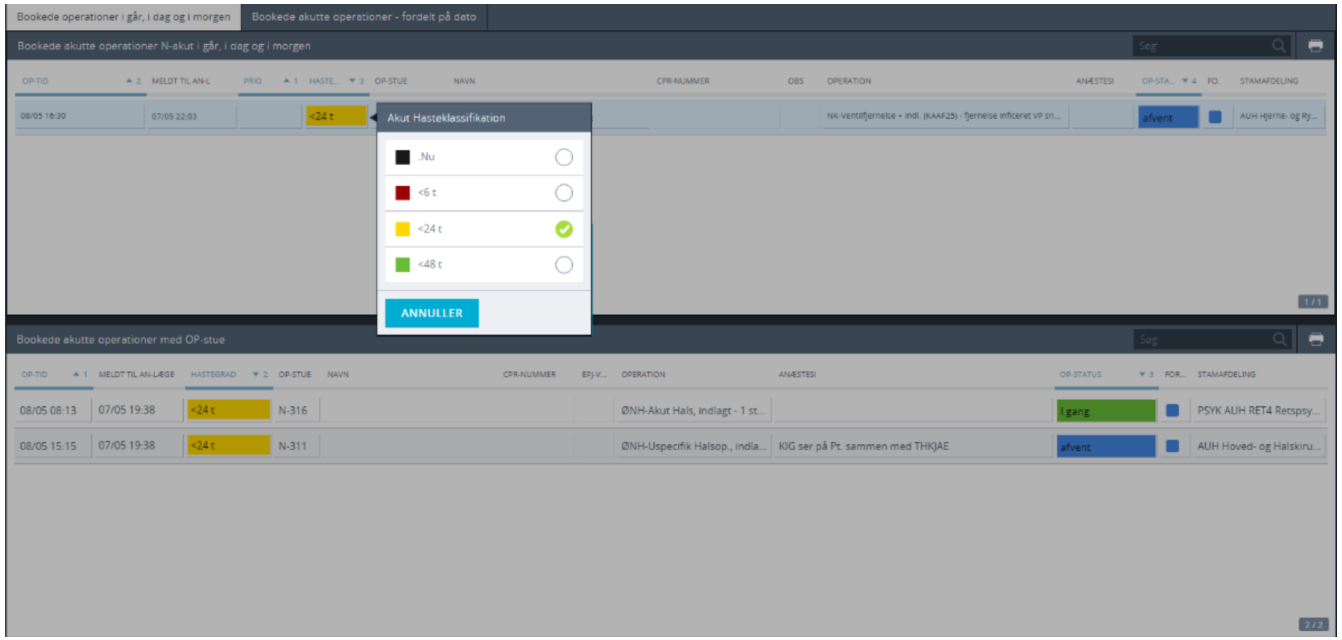
International inspiration

Safe Surgical Flow
Quality and Patient Safety

Urgency classifi-cation | Experien-ces | Insights

Urgency classification

- Immediately
- Within 6 hours
- Within 24 hours
- Within 48 hours



Safe Surgical Flow
Quality and Patient Safety

Urgency classifi-cation | Experien-ces | Insights

Your pains and gains?

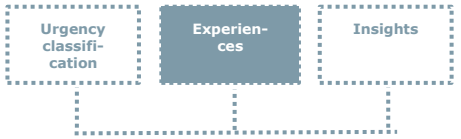
Central Denmark Region

EXPERIENCES

Safe Surgical Flow
Quality and Patient Safety

Experiences

1. Work environment for surgeons and OR-staff
2. Ensuring a uniform and objective prioritisation of the acute surgical patients
3. ”Mapping your population”



1 Enhancing work environment in the OR
Aarhus University Hospital

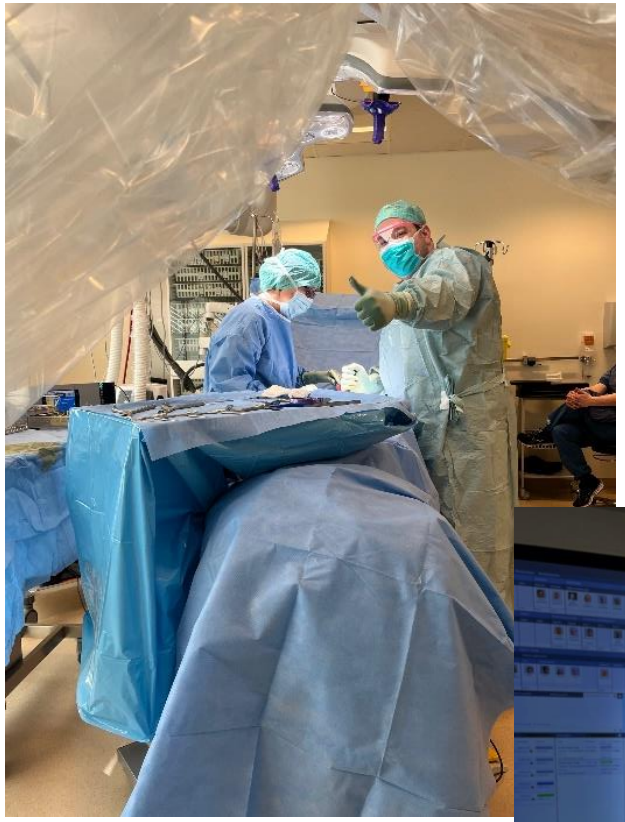
Safe Surgical Flow
Quality and Patient Safety

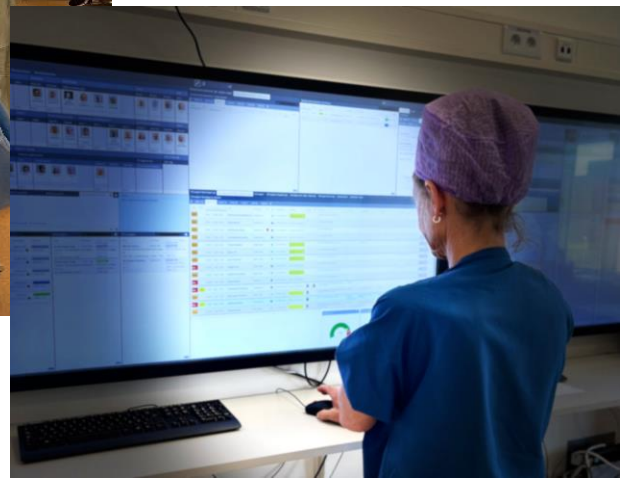
Urgency classifi-cation | Experien-ces | Insights

Workload and work environment
Challenges

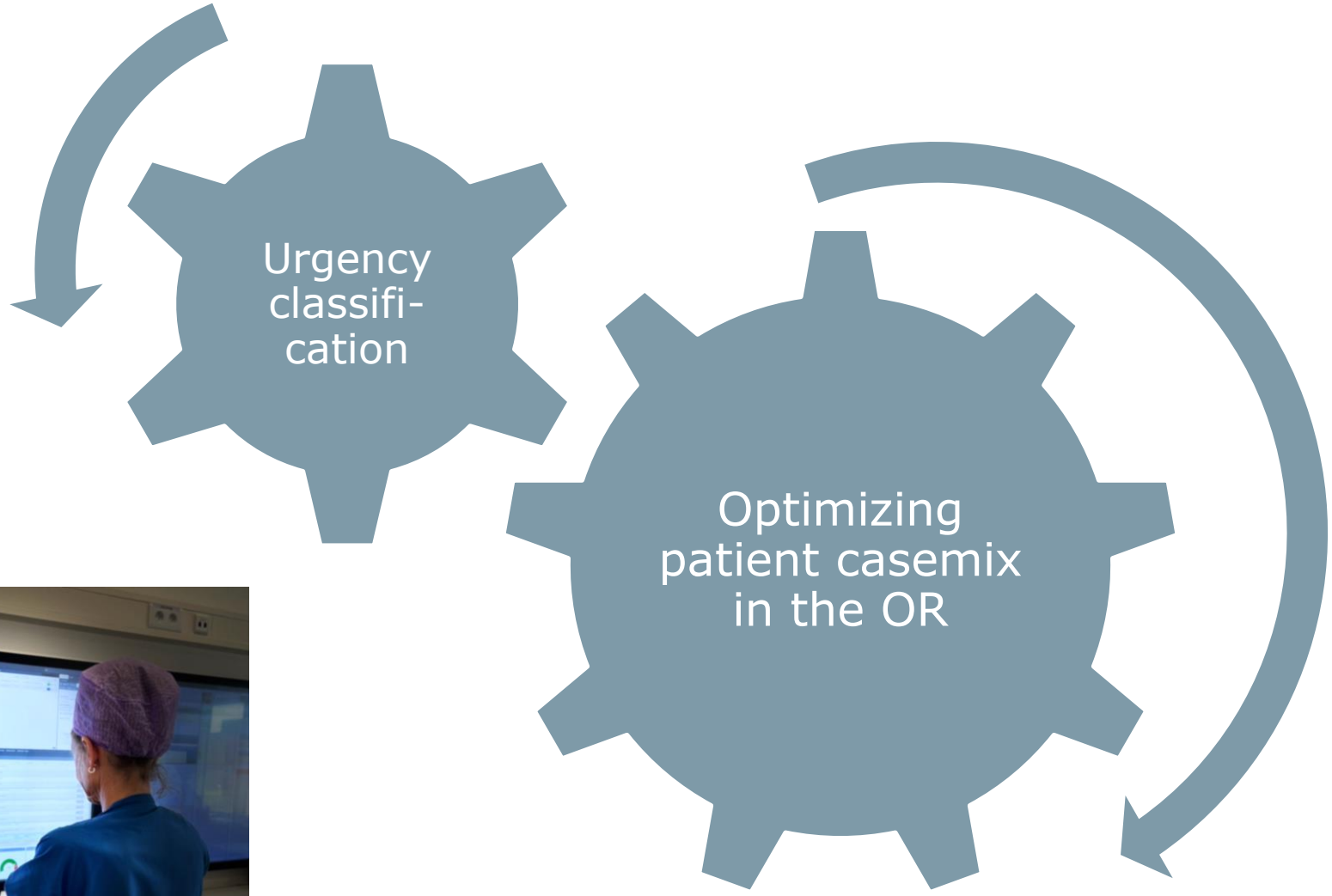
- Cancellation of elective surgeries
- Timely diagnostics and treatment for patients with cancer
- Work environment
- Re-organisation at OR

Workload and work environment
Our solutions

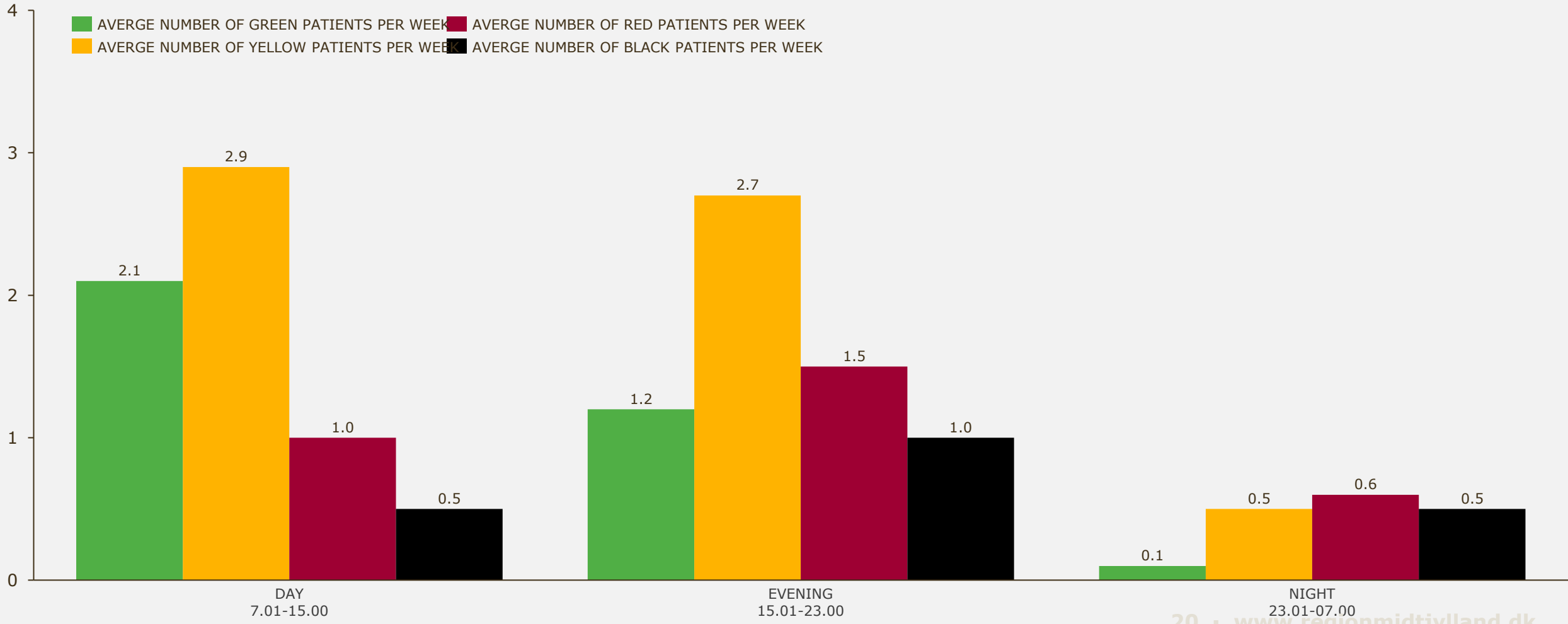




Safe Surgical Flow
Quality and Patient Safety



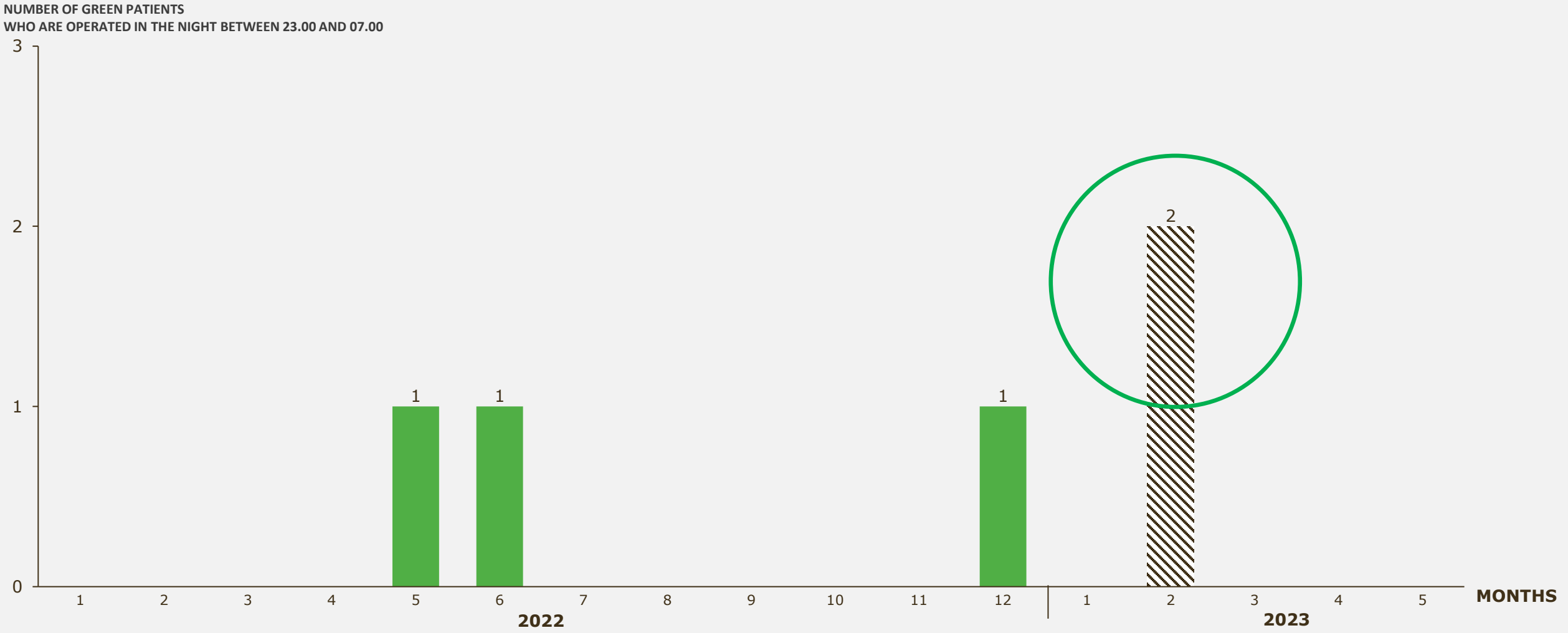
Workload and work environment



Data from 1 January 2022 to 31 December 2022

Workload and work environment

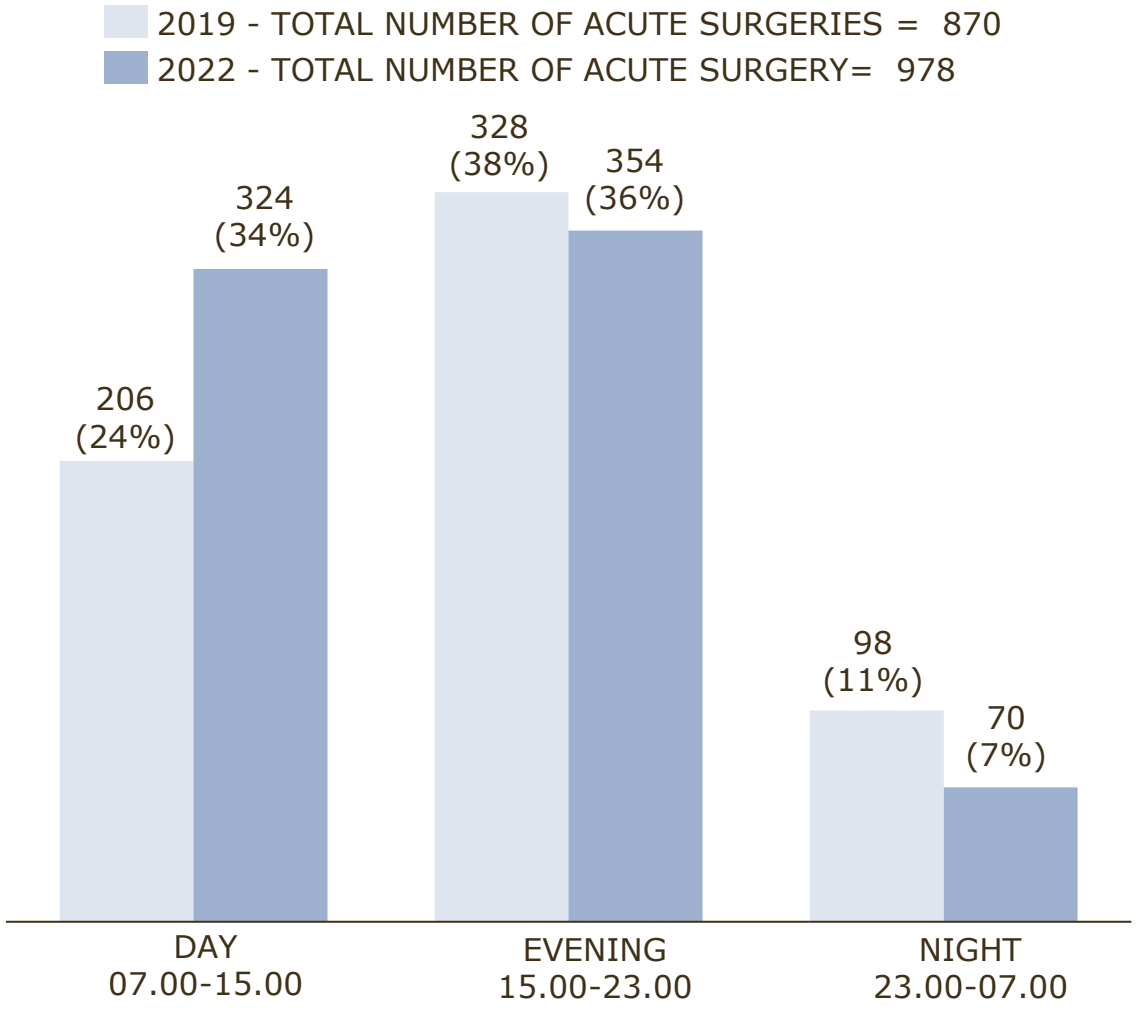
Do we operate green patients in the night?



Workload and work environment

Department of Neurosurgery Aarhus University Hospital

- Urgency Classification
- Slots for patients with brain tumor
- Cancellation reduced by 79%
- Work environment



Safe Surgical Flow
Quality and Patient Safety

2 Ensuring prioritisation of acute surgical patients
Regional Hospital Horsens

Safe Surgical Flow
Quality and Patient Safety

Urgency classifi-cation | Experien-ces | Insights

Share reflections

What have you heard?

What are your own experiences?

Share your reflections two-and-two

5 minutes

Safe Surgical Flow
Quality and Patient Safety

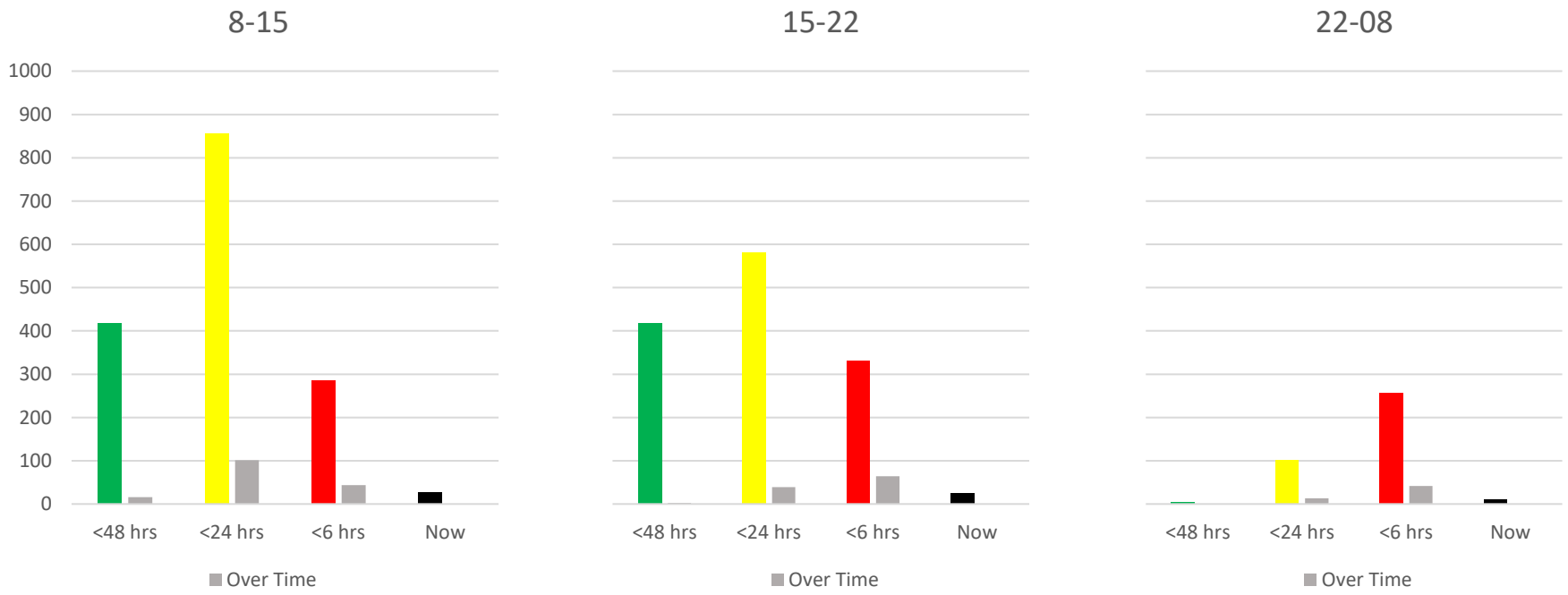
Black Friday 2018

https://www.independent.co.uk/news/world/black-friday-2017-brazil-shoppers-discount-sales-brazil-south-africa-a8073651.html

- Urgency classification
- Mapping our population
- Upgraded acute capacity

One year with urgency classification

Aarhus University Hospital: May 2022-23



92% operated on time

Safe Surgical Flow
Quality and Patient Safety

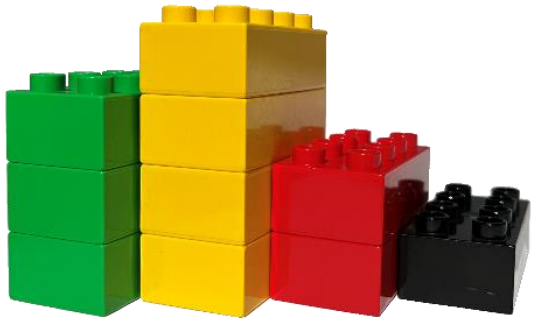
Mapping your population

Waiting time – from decision to incision

	Waiting time, hours
Green < 48 hrs	9.8
Yellow < 24 hrs	6.2
Red < 6 hrs	2.7
Black, immediately	1.2

Challenges and gains

- Registration and validation
- Common language
- Capacity planning

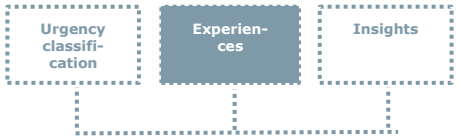


Safe Surgical Flow
Quality and Patient Safety

Urgency classifi-cation | Experien-ces | Insights

3 Mapping your population
Viborg Regional Hospital

https://region-midtjylland.23video.com/secret/85405877/25e757b30022b863cee5a6326e41b2e5



Share reflections

What have you heard?

What are your own experiences?

Share your reflections two-and-two

2 minutes

INSIGHTS

Safe Surgical Flow
Quality and Patient Safety

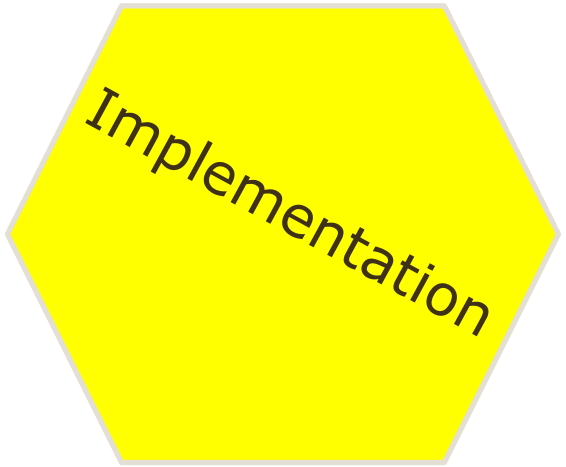
Urgency classifi-cation | Experien-ces | Insights

Central Denmark Region

"Life in the green box"

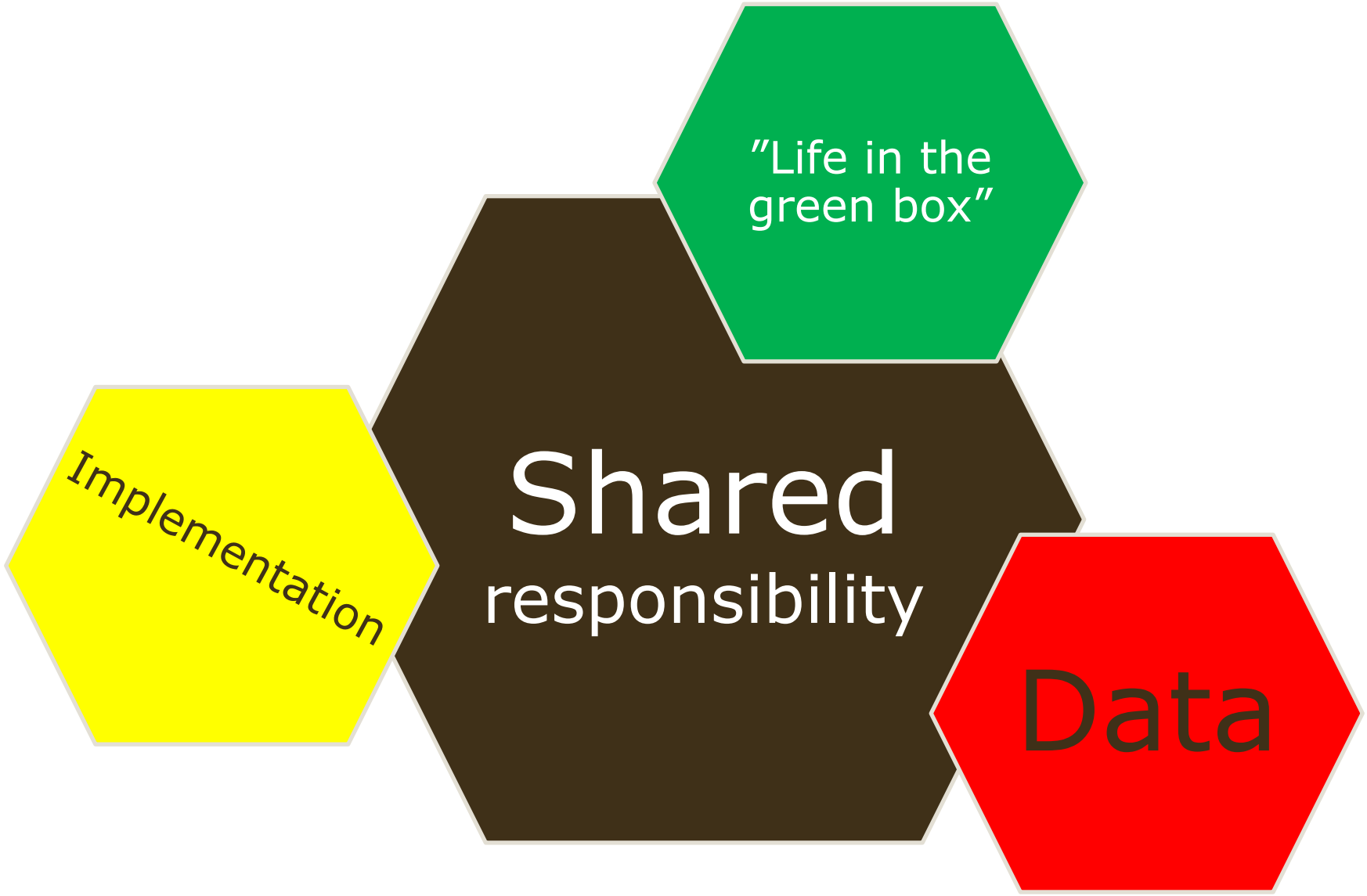
- All patients are equally important

Safe Surgical Flow
Quality and Patient Safety



- ”The big why” – triage is meaningful

- Real-time data
- Validity
- From data experts to clinicians


”Life in the green box”
Implementation
Shared responsibility
Data

Take home messages

The urgency classification tool…

1. creates a common language that breaks down barriers
2. provides transparency of surgical capacity
3. enhances work environment

We have only just begun...

- Data for capacity planning
- Structured rounds in the wards
- Urgency classification for radiology

40 • www.regionmidtjylland.dk

THANK YOU!

Nils Falk Bjerregaard: nilbje@rm.dk

Birgitte Brandsborg: birbrand@rm.dk

Ann Kathrine Sindby: ansind@rm.dk