

Elective Surgical Cancellations in a Tertiary Hospital in the Middle East: Quality Improvement
Process

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*“On my honor, I pledge that I have neither given nor received any unauthorized assistance on
this assignment.”*

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Abstract

Background: Cancellation of elective surgery negatively affects patient outcomes and the efficiency of the work environment.

Design: A quality-improvement study to analyze the cancellation of elective surgeries and identify the best evidence-based interventions to address cancellations in a tertiary hospital in the Middle East.

Method: A retrospective review of cancellations conducted over two 3-month periods in 2016 and 2017.

Findings: In both phases of the audit, patient-related reasons were the leading cause of cancellations. Conducting a preoperative call two days before surgery and doing a weekly review of the surgery schedule reduced cancellations from 4.5% to 3.5%. Cancellations due to patient-related reasons reduced from 81.8% to 79.7% whereas cancellations due to hospital-related reasons reduced from 18.2% to 15.9%.

Conclusion: Cancellation of surgeries is a worldwide healthcare issue and without understanding the causes of cancellations, it is difficult to devise an effective intervention to address this issue.

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