

Reducing system delays in the endoscopy suite

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Quality issue / initial problem

Lists start late, lists finish late, nurses unable to take breaks or have shortened lunch periods. Frustration with the system and don't feel empowered to change the system.

Aim

Improve the efficiency of the endoscopy suite by reducing system delays (by 50%) during scheduled lists by March 2019

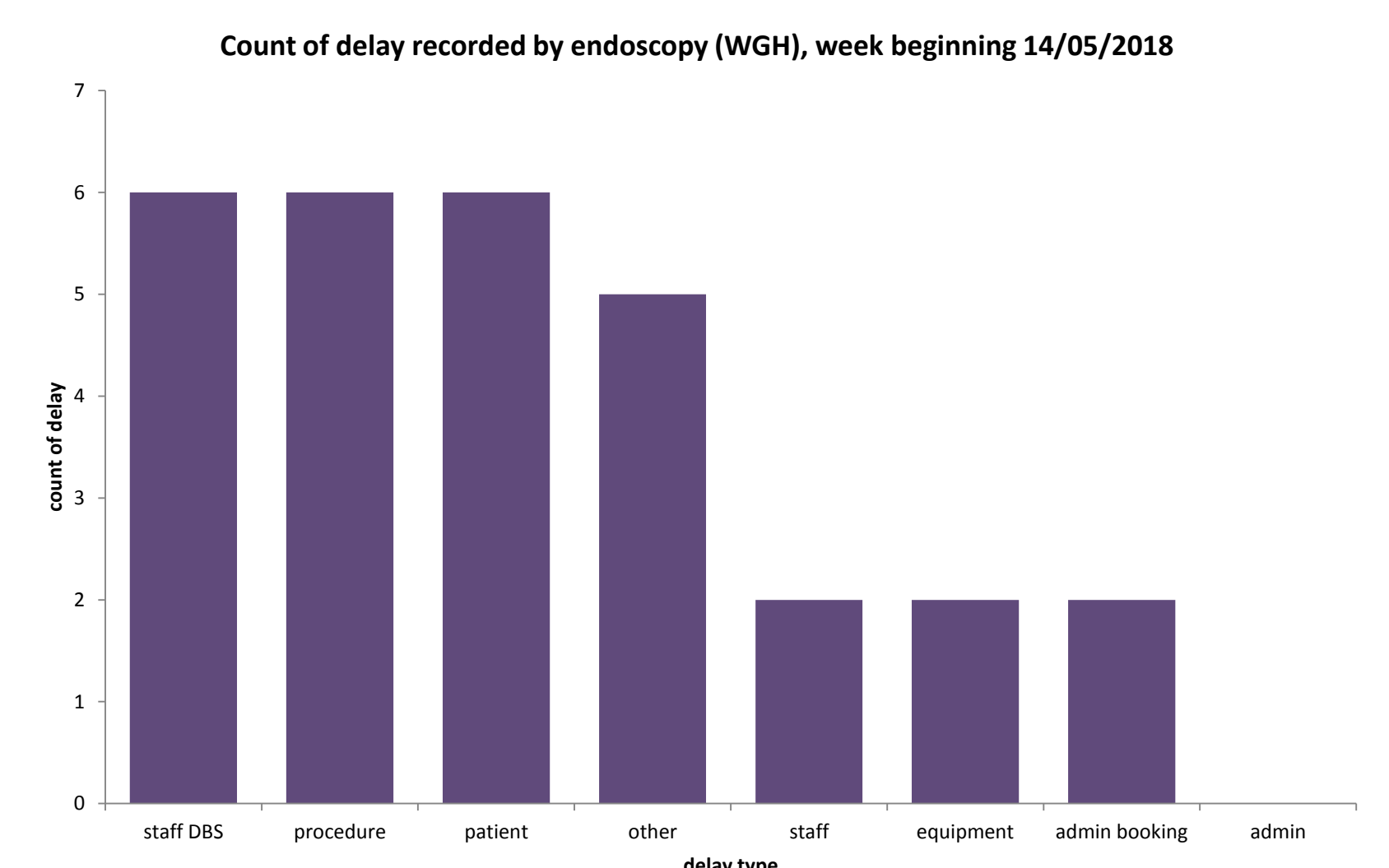
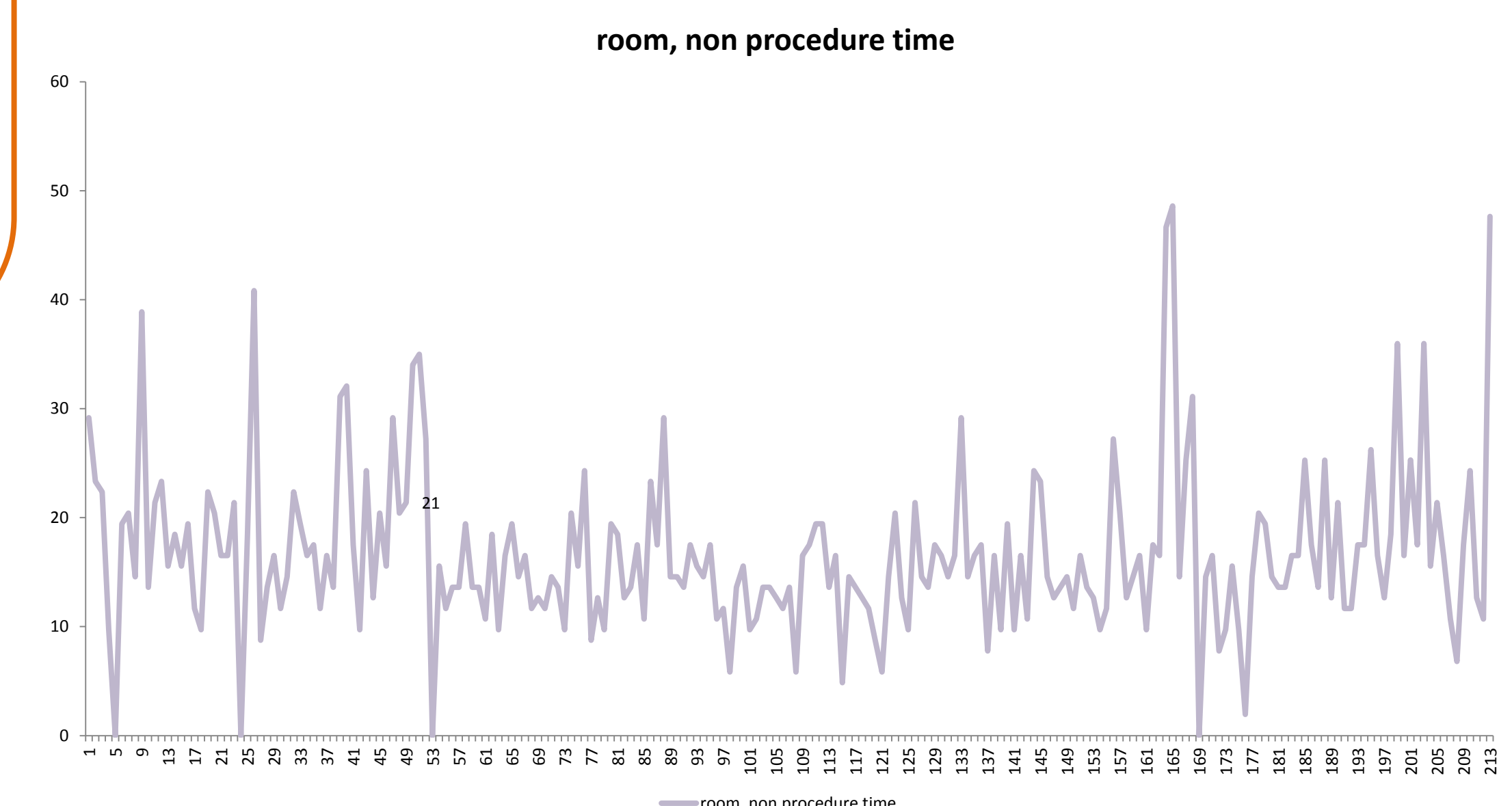
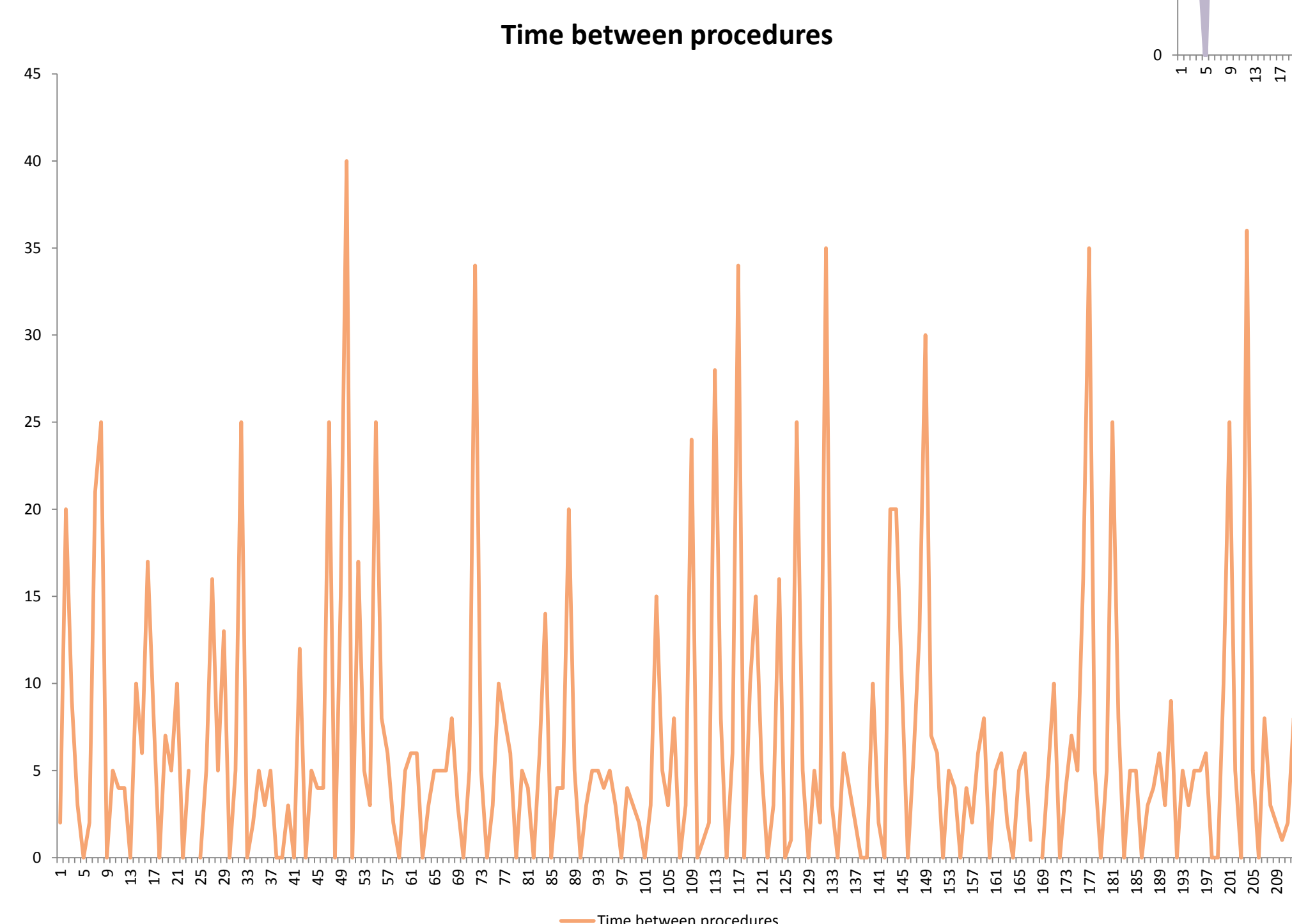
Delay = any
unscheduled
interruption to patient
flow within the
endoscopy suite

Measurement of improvement

Outcome – lists starting and finishing on time, staff experience

Process – in-suite measures, counts of delay

Balancing – harm, complaints, cancellations



Tests of change

- Contaminated scope trolley in the corridor
- Roles of nurses in the room altered

Change ideas

- Escorting of non sedated patients
- Communication with day-bed suite to enhance collaboration

Effects of change

Enhanced staff and patient experience as lists will run on time
Measurement of start and finish times will become routine and reported

Lessons learned and message for others

Change within an established team can still be difficult to coordinate
Challenge of collecting the right data, and that can alter as we learn
Challenge when changes that I'd like to make involve a section where I have limited influence

