



The Hospital for Sick Children (SickKids) Improving Patient Flow with SIS Com

The Hospital for Sick Children
(SickKids)

Toronto, Ontario CA
16 Operating Rooms

At a Glance (2008):

Close to 11,000 surgical procedures

51,771 emergency visits

175,282 clinic visits

Situation:

- The Hospital for Sick Children (SickKids), located in downtown Toronto, Ontario, Canada, was established in 1875, and is affiliated with the University of Toronto.
- SickKids is Canada's most research-intensive hospital and the largest centre dedicated to improving children's health in the country.
- SickKids currently has 16 Operating Rooms (OR). Performed close to 11,000 surgical procedures in 2008. In addition, SickKids saw 51,771 emergency visits and 175,282 clinic visits in 2008.
- The vision of SickKids is **Healthier Children. A Better World.**

Challenge:

- Prior to SIS Com, a printed OR Schedule was used as the patient list for the day of surgery
- Changes to the list were handwritten and had to be communicated verbally or by telephone
- Add-on cases were tracked on a big white board at OR reception desk
- Several telephone calls were necessary to determine patient statuses
- As a result of all manual processes, maintaining and obtaining timely and accurate patient information was very labor intensive
- Information needed for decision making was not readily available

Solution:

SickKids implemented SIS Com in May 2008 with the purpose of ensuring that all members of the multidisciplinary team be aware of patient statuses as they proceeded through the Perioperative Phases of Care.

Impact:

- Real-time availability of patient statuses via wall mounted LCD displays and workstations in key areas
- Greater staff awareness of patient status
- Greater staff awareness of patient flow
- Staff is well informed of all schedule changes, such as add-ons, cancellations, start time changes, and on hold statuses
- Dramatic reduction in the number of telephone calls made from one area to another
- Reduced reliance on paper and manual lists
- Greater accuracy of information which enables evidence based decision making
- Increased efficiency as accurate information is readily available
- Increased patient family satisfaction as they are provided with accurate and timely information regarding their child's progression through the Perioperative Phases of Care