

Release Notes RTI 5441

Patient Safety and Quality Improvement Service

Right To Information – 5441 – Complaints and Clinical incidents related to operating theatre cancellation.

Purpose of report

RTI 5441 applicant has requested complaints and clinical incidents related to delays due to operating theatre cancellation. This Release Notes document articulates the search criteria utilised to retrieve complaints and incidents reported in RiskMan by Hospital and Health Service clinicians.

Data source

- The data presented was extracted from the Clinical Incident and Consumer Feedback module of RiskMan and is self-reported by Hospital and Health Service (HHS) staff;
- Riskman is designed to enable reporting, investigation and management of clinical incidents and consumer feedback reported/received by Hospital and Health Service (HHS) staff.
- The data was current in RiskMan as of 18 September 2019 and is subject to change.
- The information provided is only the information held by the Department of Health and may not be truly reflective of all surgery cancellations across each HHS during the specified time period.

Search Criteria

CLINICAL INCIDENTS

The data extracted from the Clinical Incident module of RiskMan included:

- Date range: 01/08/2019 to 11/09/2019 (Incident Date)
- Subject Affected = "Patient / Client"

The data was further refined to include:

- Incident Type = "Surgical Complication".
 - Issue = "Delay in access to theatre" or "Delay in surgical review"
- OR Incident Type = "Clinical Process".
 - Issue = "Not performed/missed". "Summary" and "Details" fields filtered on "Surgery" and "theatre"
- OR Incident Type = "Patient Flow".
 - Issue = "Not performed/missed" or "Not performed when indicated". "Summary" and "Details" fields filtered on "Surgery" and "theatre"

CONSUMER FEEDBACK

The data extracted from the Consumer Feedback module of RiskMan included:

- Date range: 01/08/2019 to 11/09/2019 (Date complaint received)
- Is this employee feedback? = 'No' or Null'

The data was further refined to include:

- Classification = "Access and Timing"
 - Access Issue = "Waiting lists surgery" or "Cancellation of surgery" or "Service availability"
- OR Classification = "Treatment"
 - Treatment Issue = "Inadequate management of care". Key word search applied to "Summary" and "Details" fields – "Surgery"
- OR Classification = "Treatment"
 - Treatment Issue = "Withdrawal/denial of treatment"

Search Methodology

- RiskMan data were extracted on Search Criteria above and reviewed independently by two staff in the Systems team, Patient Safety and Quality Improvement Service for relevance to the RTI application. Where it was identified by both independent staff that a consumer feedback or clinical incident was not potentially relevant to delays due to operating theatre cancellations, it was removed.

Search Results

- Potentially relevant records are included in RTI 5441 0.4.xls.
 - Clinical Incidents – zero (0) records
 - Consumer Feedback – 57 records. Note two (2) records related to theatre cancellation related to patient condition.

Hospital and Health Service delays in surgery due to operating theatre cancellations
01/08/2019 - 11/09/2019

Feedback ID	Hospital and Health Service	Facility	Ward / Unit	Date received	Summary
	CAIRNS AND HINTERLAND	Cairns Hospital	Medical Clinics - Gastroenterology / Cardiology / Endocrine	5 Aug 2019	Patient concerned that she has not been advised of the outcome of the [REDACTED] yet and has recently been adv from admin staff that her September surgery has been cancelled as has her [REDACTED] August [REDACTED] apt.
	CAIRNS AND HINTERLAND	Cairns Hospital	Day Surgery Unit	28 Aug 2019	unhappy her Day surgery operation was cancelled, [REDACTED] is worried she will have to wait for another six months for her surgery.
	CAIRNS AND HINTERLAND	Cairns Hospital	Surgical Outpatients Department	3 Sep 2019	[REDACTED] states his hernia surgery was cancelled he does not understand why and was not told why surgery was cancelled
	CAIRNS AND HINTERLAND	Cairns Hospital	Surgical Outpatients Department	3 Sep 2019	Pt was scheduled for procedure on 19 November, seen in outpatients dept. on 2 September and procedure has now been cancelled
	CENTRAL QUEENSLAND	Rockhampton Hospital Campus	Elective Surgery	3 Sep 2019	Pt upset no sufficient notice was provided for surgery cancellation causing an inconvenience.
	CHILDREN'S HEALTH QUEENSLAND	Queensland Children's Hospital	Paediatric Neurosurgery	29 Aug 2019	Concerned that surgery has been cancelled on 2 occasions
	CHILDREN'S HEALTH QUEENSLAND	Queensland Children's Hospital	3b Surgical Outpatients	13 Aug 2019	Complaint regarding surgery getting rescheduled
	DARLING DOWNS	Toowoomba Hospital	Surgical Unit	8 Aug 2019	Complaint - surgery rescheduled despite medical clearance
	DARLING DOWNS	Toowoomba Hospital	Day Surgery Services	5 Sep 2019	Complaint - cancellation of patient surgery
	DARLING DOWNS	Toowoomba Hospital	Orthopaedic Outpatients	5 Sep 2019	[REDACTED] Concerns about cancelled hip surgery for friend at Toowoomba Hospital
	GOLD COAST	Gold Coast University Hospital	GCUH - C.2 W - Surgical Short Stay	15 Aug 2019	Pt waiting for surgery and advised without decent explanation that they had been cancelled due to a 'blanket ban'
	GOLD COAST	Gold Coast University Hospital	GCUH - C.4 E - Urol Gynae Head and Neck	3 Sep 2019	Cancellation of Surgery
	GOLD COAST	Gold Coast University Hospital	GCUH - D.1 - Outpatients	2 Sep 2019	Complaint regarding ENT cancellation of surgery.
	GOLD COAST	Gold Coast University Hospital	GCUH - D.1 - Preadmission Clinic	10 Sep 2019	Complaint - received via Local Member of Parliament - [REDACTED]
	GOLD COAST	Gold Coast University Hospital	GCUH - D.1 - Elective Surgery	11 Sep 2019	Complaint regarding cancelation of surgery
	GOLD COAST	Robina Hospital	RH - J.G - Preadmission Clinic	28 Aug 2019	Complaint regarding bed shortage cancellations
	MACKAY	Mackay Base Hospital	Surgical Services - Management and Administration	15 Aug 2019	COMPLAINT - Cancellation of Surgery
	MACKAY	Mackay Base Hospital	Surgical Services - Management and Administration	16 Aug 2019	COMPLAINT - Cancellation of Surgery
	MACKAY	Mackay Base Hospital	Elective Bookings	23 Aug 2019	COMPLAINT - Cancellation of Surgery - Communication on reschedule of surgery
	METRO NORTH	Royal Brisbane and Women's Hospital (Herston Campus)	Surgical and Perioperative Services RBWH	5 Aug 2019	complaint regarding cancellation of breast surgery due to inaccurate USS
	METRO NORTH	Royal Brisbane and Women's Hospital (Herston Campus)	Outpatients-Orthopaedic RBWH	27 Aug 2019	DLO - J [REDACTED] RBWH website: Numerous cancellations of spinal surgery progressed to a Ministerial complaint
	METRO NORTH	The Prince Charles Hospital Campus	2E TPCH	29 Aug 2019	HM - Cardiac Surgery Cancelled / uncaring nursing staff
	METRO SOUTH	Logan Hospital - Building 1	Consumer Liaison Service - CLS	6 Sep 2019	cancellation of surgery and no scan done when in ED
	METRO SOUTH	PAH-Building 15	Complaints management	9 Aug 2019	Complainant feels patient was not given adequate information prior to surgery, subsequently surgery was cancelled on the day
	METRO SOUTH	PAH-Building 15	Complaints management	21 Aug 2019	CANCELLATION: Complainant's husband's surgery has been cancelled 4 times, 3 by PAH and 1 by patient.
	METRO SOUTH	PAH-Building 15	Complaints management	22 Aug 2019	Complainant's wife unhappy her surgery has been cancelled 3 times
	METRO SOUTH	PAH-Building 15	Complaints management	23 Aug 2019	CANCELLATION: Pt very distressed her surgery had been cancelled on 23/08 for the second time
	METRO SOUTH	PAH-Building 15	Complaints management	21 Aug 2019	Complainant states surgery was cancelled due to unsterilised instruments
	METRO SOUTH	PAH-Building 15	Complaints management	26 Aug 2019	Complainant states surgery cancelled when patient was prepped for theatre, unhappy they were not informed prior to travel
	METRO SOUTH	PAH-Building 15	Complaints management	20 Aug 2019	Complainant unhappy with overall treatment of his mother
	METRO SOUTH	PAH-Building 15	Complaints management	29 Aug 2019	CANCELLATION: Pt unhappy surgery on his ankle was cancelled
	METRO SOUTH	PAH-Building 15	Complaints management	29 Aug 2019	CANCELLATION: Pts father contacted the PA unhappy his daughters surgery had been cancelled twice in one week
	METRO SOUTH	PAH-Building 15	Complaints management	2 Sep 2019	CANCELLATION: Pt unhappy his gallbladder surgery has been cancelled for the 3rd time with no indication of when it will be rescheduled
	METRO SOUTH	PAH-Building 15	Complaints management	2 Sep 2019	Complainant states surgery has been cancelled 5 times and is requesting that a knee replacement is performed rather than surgery every 2 years
	METRO SOUTH	PAH-Building 15	Complaints management	27 Aug 2019	CANCELLATION: Pt unhappy PAH has cancelled his cardiothoracic surgery
	METRO SOUTH	PAH-Building 15	Complaints management	30 Aug 2019	CANCELLATION: Pt unhappy PAH cancelled his knee replacement surgery
	METRO SOUTH	PAH-Building 15	Complaints management	2 Sep 2019	CANCELLATION: Pt unhappy with communication around the cancellation of her ACL surgery

	METRO SOUTH	PAH-Building 15	Complaints management	6 Sep 2019	CANCELLATION: Complainant unhappy his partners surgery was canceled with no information regarding a reschedule date. CAT 1 biopsy breast lump
	METRO SOUTH	PAH-Building 15	Complaints management	6 Sep 2019	CANCELLATION: Pt unhappy her surgery has been cancelled 3 times which has impacted her personal life
	METRO SOUTH	QEII Hospital	Safety and Quality Unit	2 Aug 2019	Complaint - ED / Orthopaedic / Anaesthetic - concern with the standard of care provided to her mother
	METRO SOUTH	QEII Hospital	Safety and Quality Unit	13 Aug 2019	Complaint- Reimbursement of taxi charge after surgery is cancelled
	METRO SOUTH	QEII Hospital	Safety and Quality Unit	12 Aug 2019	Complaint- Surgery Patient has surgery cancelled after multiple presentations to ED and OPD and ill health
	METRO SOUTH	QEII Hospital	Elective Surgery Access Team	29 Aug 2019	Complaint- Orthopaedic Surgery- Patient surgery was cancelled. Patient was concerned he was not booked in for surgery at all.
	METRO SOUTH	QEII Hospital	Safety and Quality Unit	10 Sep 2019	Complaint- Endoscopy Patients surgery was cancelled. Patient daughter had confirmed 6 days earlier
	SUNSHINE COAST	SUNSHINE COAST UNIVERSITY HOSPITAL	Elective Surgery Service	14 Aug 2019	Surgery cancelled, waiting for new date - referrals sent to ENT since 2011
	SUNSHINE COAST	SUNSHINE COAST UNIVERSITY HOSPITAL	EDSU - Extended Day Surgery Unit	18 Aug 2019	Delayed/Postponed Surgery
	TOWNSVILLE	The Townsville Hospital	Elective Surgical Bookings	2 Aug 2019	Complaint regarding cancellation of surgery
	TOWNSVILLE	The Townsville Hospital	Elective Surgical Bookings	5 Aug 2019	Complaint - Patient cancelled for heart surgery
	TOWNSVILLE	The Townsville Hospital	Elective Surgical Bookings	8 Aug 2019	Complaint regarding cancelled surgery x 2
	TOWNSVILLE	The Townsville Hospital	Surgical Outpatients Specialists Clinics & plaster room	19 Aug 2019	Enquiry - Mother of patient asking why daughter removed from surgery list
	TOWNSVILLE	The Townsville Hospital	Elective Surgical Bookings	19 Aug 2019	Complaint regarding cancelled surgery
	TOWNSVILLE	The Townsville Hospital	Planned Procedure Unit	28 Aug 2019	Complaint - Practice Nurse asking about patient cancellation
	TOWNSVILLE	The Townsville Hospital	Elective Surgical Bookings	11 Sep 2019	Complaint - Patient's surgery cancelled for 3rd time
	WEST MORETON	Ipswich Hospital	Elective Surgical Bookings	5 Aug 2019	Patient Surgery booked and not rescheduled
	WEST MORETON	Ipswich Hospital	Theatre Bookings	1 Aug 2019	Cancellation of surgery post miscarriage
	WEST MORETON	Ipswich Hospital	Intensive Care Unit	16 Aug 2019	Cancellation of surgery on 3 occasions
	WIDE BAY	Bundaberg Hospital	Day Procedure Unit	29 Aug 2019	cancellation of procedure after Pt had a number of bowel preps