

Safe Outpatient Clinics

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IITOS AGM 2012

Safe Surgery

- 40% of errors shown to have their origin in outpatient department
- Communication
- Wrong patient, wrong site, wrong operation

Outpatient visit

- History & examination, order investigations
- Review results
- Advise on management, answer queries
- Informed consent
- Record keeping and administration
- Correspondence
- Teaching

BOA Guidelines

- New 15-20 mins
- Review 10-15 mins

Clinic capacity


- Consultant
- 20 mins x new patient 3pts per hr
- 10 mins x review patient 6pts per hr
- Options
- 24 reviews in 4 hours 24
- 6 new & 12 reviews in 4 hrs 18

Clinic capacity

- Consultant & 1 SpR
- New - SpR 20 mins + 10 mins 2pts per hr
- Review - SpR 10 + 5 mins 4pts per hr

Options

- 1 SpR & consultant $4n + 8r$ 12
- Consultant $18r$ 18 **30 total**
- 2SpR & consultant $8n + 16r$ 24
- Consultant $8r$ 8 **32 total**
- 2SpR & consultant $4n + 24r$ 28
- Consultant $8r$ 8 **36 total**

A person wearing a red jacket and dark pants is lying motionless on a gurney. The gurney is positioned in the center of a dark room, illuminated by a single spotlight that creates a bright circular pool of light on the floor around the gurney. The person's head is resting on a white pillow, and their arms are extended slightly to the sides. The overall atmosphere is somber and still.

Who says nothing is impossible.
I've been doing nothing for years.

IITOS guidelines

- Service demands
- Safe care
- Waiting lists
- Patient expectations
- HIQA
- Teaching
- Stress / burnout??

