

Waiting Time and Elective Surgery Management

Fact sheet

July 2014

Key Principles of Waiting List Management

Clinicians and Hospital Managers must work cooperatively to ensure clinically appropriate, consistent and equitable management of elective surgical patients. This is achieved by:



1

Well informed patients who understand the process and their rights and responsibilities.

Doctor



2

Staff (both clinical and non clinical) who understand their obligations and **responsibilities** in complying with the Waiting Time & Elective Patient Management Policy (PD2012_011) and Advice for Referring and Treating Doctors (IB2012_004)

3

Patients being assigned to the correct clinical priority category and being treated **in turn** and within the clinically recommended timeframe.

4

Effective and timely **communication** with patients in relation to their planned admission date for surgery and associated arrangements such as pre admission attendance.



5

Active management of patients and their waiting list booking by using available tools such as the Patient Administration System (PAS) and WaLT.

6

Ensure that all associated Waiting List Management **documentation** is updated in a timely manner to ensure that the current patient information is accurate.

7

Accurate and timely **monitoring and auditing** of the Waiting List which includes regular communication with the patient and the clinician.

8

A sound **escalation system** to resolve Waiting List issues in a timely manner.

9

Maximise the use of **Extended Day Only and High Volume Short Stay (HVSS)**.

Resources/Tools

PD 2012_011 Waiting Time and Elective Surgery Policy

http://www0.health.nsw.gov.au/policies/pd/2012/pdf/PD2012_011.pdf

IB 2012_004 Advice for Referring and Treating Doctors

http://www0.health.nsw.gov.au/policies/ib/2012/pdf/IB2012_004.pdf

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