Reducing Reopening of Cardiac Patients
Total Quality Management Project
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ABSTRACT

The National Heart Institute is a huge governmental health institution whose services extend nationwide in diagnosis and treatment of cardiac diseases.

Treatment of cardiac diseases sometimes necessitates surgical intervention, and the wide array of surgeries performed in the institution is unequalled in any other hospital.

Because it is a public hospital, its revenues and budget are tight and limited, and continuous revision and improvement of the yearly financial plan is imperative to make the best of the available resources,

The Total Quality Management committee in the fiscal year 2008-2009 is trying to point out any cause of extra expenses and curtail it.

One of the reasons suggested for increased expenses, is reopening of surgical cases leading to prolonged length of stay, waste of time and resources and occupying the operation rooms. New cases also suffer of long waiting times before the operation, due to unavailable OR.

After measuring the number of reopened cases over 12 months the quality management committee decided to prepare a team and gave it this mission. Define the problem of reopening of patients, analyse the root causes, plan a solution and implement it, then control the process to make sure the results achieved are here to stay.