

## Abstract

A Quality Improvement project was undertaken to reduce the day of surgery cancellation rate in a free standing ambulatory surgical center (ASC). The improvement process to effect change was to standardize the preoperative teaching instructions that were given to patients through a fractionated preoperative teaching delivery source of six individual physician offices. Inter-professional collaboration was undertaken to produce a single preoperative instruction sheet to be taught to patients, to improve their compliance with preoperative instructions. The overall cancellation rate remained unchanged by the intervention, but the type of cancellations changed significantly. Patients were better prepared to understand the fasting, financial responsibility, rules for rescheduling their procedure and medical conditions unacceptable to the ASC. Unchanged were the significant number of patients who did not show for their procedure nor call to cancel.