Perioperative Safety Rounds: A Forum for Service Improvement

**Purpose:** Based on employee engagement survey results having a focus of patient safety we instituted safety rounds in the perioperative environment to allow staff to anonymously suggest ways to improve the perioperative patient service experience. The goal is to gain information from staff, analyze and implement changes that would be beneficial to flow, as well as, patient and staff satisfaction.

**Implementation:** The leadership team developed a survey tool. Bi-weekly, one to two nurses are assigned to walk through the pre-op holding areas, phase I recovery, and phase II recovery and to utilize the safety round tool to ask questions and document concerns and ideas. The audits are then given to the PACU leadership team to review. Afterwards, the safety committee utilizes the information gathered to develop solutions and provide action. In addition, the unit-specific Performance Improvement Team reviews the results for trends and suggestions.

**Evaluation:** The staff have responded well to the questionnaire, using it as an instrument to communicate their ideas and concerns without fear of repercussion, thus allowing staff to voice opinions in a relaxed environment. Although many of the staff concerns and ideas have been addressed, we continue to review the results looking for trends.