STATCOM BOARD: IMPROVING COMMUNICATION AMONG PATIENTS, FAMILIES AND STAFF
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StatCom is a communication and tracking tool that is used at Roswell Park Cancer Institute (RPCI). Statcom tracks patients through their pre-op, intra-op and post-op phases of surgery. Their location is viewed by doctors, nurses, families and all other ancillary staff involved in the patient’s care. Communication between RPCI staff and patient families was often confusing and ineffective. This breakdown in communication was evidenced by frequent phone calls from family members to all areas of the hospital and complaints logged with our Patient Advocates.

These calls were disruptive to care and appeared to create more confusion for families. The purpose of implementing the StatCom board was to improve communication between RPCI staff and families as well as maintain patient confidentiality. Four large screen monitors in ASC, OR, PACU and the family waiting room were hung. As each patient arrives in the specified areas, the charge nurse inputs the patient’s pertinent information into the computer, which is visible on each screen. The patient is assigned a random number that their family member can refer to at anytime to see their current location.

The StatCom board has had a positive effect on families and staff. The board has improved communication, decreased family member anxiety and provided a smoother transition for patients from admission to discharge. Family members have also verbalized positive feedback regarding the board and the ability to know what phase their family member is in throughout the surgical process.