PASSPORT TO EXCELLENT COMMUNICATION
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Purpose
Our Surgery Center performs over 40 cases per day. Looking for opportunity to improve communication with patients and families and wanting to improve satisfaction scores and ensure patient safety in passage through our busy environment, we formed a multidisciplinary team to develop a process of communication to implement throughout the peri-operative experience.

Description
A three day rapid improvement event offered opportunity to assess flow and practice. Current state was mapped, deficits identified and categorized. The team worked from a structured action plan. Potential solutions to conflicts were identified and discussed. Team collaboration identified best initial process. A brochure was developed to educate patient and families regarding expectations during their stay. A staff liaison position was created to provide family updates. The brochure content allows for each division within peri-operative services to address their piece of the chain of communication. Trial implementation of the brochure occurred on a small sample. Patients & families were instructed on brochure contents upon arrival. With success, all patients were included. Staff education occurred. Brochure included outlined plans of communication for updates, instructions for navigating system, and liaison contact information. Families’ completed surveys regarding satisfaction with communication process were collected prior to discharge.

Evaluation/Outcomes
Survey results support high satisfaction with communication process, frequency of updates, and overall experience of stay. With brochure usage, communication regarding patient progress is at the forefront. Staff has heightened awareness of “owning the family”. Survey feedback is immediately reviewed by leadership to address potential performance improvement opportunities.