

**THE PARTNER IN CARE INITIATIVE OUTCOME:  
INCREASED COMMUNICATION INCREASES PATIENT SATISFACTION**

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**BACKGROUND INFORMATION:**

Personnel from the perioperative areas within the multisite organization identified communication as a dis-satisfier among the people we serve in Northern Kentucky. The Partner in Care (PIC) Initiative included timely updates using the PICs' cell phone number as a means of direct communication across the perioperative areas; however, how did we know if communication was occurring or was satisfactory?

**OBJECTIVES OF PROJECT:**

Develop a tool, feedback card that would capture the communication response data from the PIC, analyze the data over a year, and make ongoing changes as needed to improve communication processes.

- Did we provide you the type of information you desired?
- Did the information and updates occur frequently?
- How would you rate the overall communication provided to you today?
- How would you rate the overall patient experience today?

**PROCESS OF IMPLEMENTATION:**

Management approved the questions for the feedback card; SDS and PACU management shared the cost. Collection devices were established and strategically placed. The staff and volunteers were educated with the OR team educating their staff. Collection of the data was weekly to capture the data and then disseminated among the staff.

**STATEMENT OF SUCCESSFUL PRACTICE:**

The PIC Feedback Card data indicates a 97% of successful communication occurring between the care team and the PIC, which improves the entirety of the perioperative experience resulting in improved patient satisfaction further supported through Professional Research Consultants data.

**IMPLICATIONS FOR ADVANCING PERIANESTHESIA NURSING:**

The PIC Initiative exemplifies many of ASPAN's core values of integrity, saying and doing what we say we will do; respect, respecting the needs of others; and stewardship, overseeing what is best for our patients in the advancement of perianesthesia nursing. The peri-operative nursing arena is often busy and challenging at best; however, we are the advocates not only for our patients but also for their families today. The cell phone has enabled us to provide direct communication between the care team and the PIC to a heightened level of mutual respect and trust through timely updates beginning in SDS, continuing directly from the OR team, and PACU. The PIC Initiative functions as an efficient model of communication with easy adaptability to any setting.