

THE PARTNER IN CARE INITIATIVE JUMP STARTS A CULTURE INTO PATIENT AND FAMILY CENTERED CARE

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Background Information:

- AIDET® (Acknowledge, Introduce, Duration, Explain, Thank; Studer Group, 2005) model of communication was being implemented in the perioperative areas.
- Perioperative staff from the multisite organization met and champions were chosen as selected leaders to communicate progress to leadership.
- Communication about delays, bed assignments, and handoffs were identified.
- The person responsible for receiving information on day of surgery would be known as the Partner in Care (PIC). The initiative was born with the patients and their loved ones at the core.

Objectives of Project:

1. The learner will be able to describe interventions used to increase communication between staff and the Partner in Care.
2. The learner will be able to examine the patient satisfaction outcomes related to the PIC initiative.

Process of Implementation:

- The cell phone number of the PIC was used for direct communication and recorded into the sticky notes of the EMR.
- AIDET behaviors was stressed as a model for communication when speaking with the PIC.
- Staff was educated about recording point of contact in EMR.
- PACU (Post Anesthesia Care Unit) would update PIC within 30 minutes of arrival and a visit or further updated plan discussed.
- OR staff would communicate hourly.
- Indicators used to compare data: Professional Research Consultants (PRC) and three PI studies with SDS, PACU, and OR.
- Dissemination of information monthly.

Statement of Successful Practice: The comparison of PRC data with PI studies revealed an upswing in data that had been stagnant or declining prior to the implementation of the Partner in Care Initiative further highlighted communication is the key to improved patient satisfaction.

Implications for Advancing the Practice of Perianesthesia Nursing: The use of these simple communication techniques and tools created an authentic culture of patient and family centered care with a multidisciplinary staff that is driven to improve the patient experience. Though, the perioperative arena can be challenging the Partner in Care Initiative has demonstrated a commitment to quality patient care inclusive of the patient desires that

improves patient satisfaction, safety, and quality outcomes. This nurse led initiative led to expansion, Partners in Care to the inpatient side with wonderful buy in and results. *Will you take this to improve your patient and family perioperative experience?*