Improving Communication: the Operating Room Liaison

**Purpose:** Keeping families updated with their loved ones status during surgery and recovery is important to reduce anxiety and maintaining satisfaction. Communication from the Operating Room (OR) to the surgical waiting area needed to be more formalized.

**Description:** Previous communication was by phone calls from the OR to the surgical waiting at the beginning of surgery and every 2 hours. If the OR was busy updates were not as frequent. The surgical waiting area received questions and concerns from families feeling they weren’t obtaining enough information and updates weren’t frequent enough. The surgical waiting area nurse decided to be more proactive in obtaining updates. She became an “OR liaison” and rounds in the OR hourly receiving in-person updates and then reports personally to the families in surgical waiting with specific information.

**Evaluation and Outcomes:** A log sheet was developed to document updates. A database was constructed to enter the updated information. The front desk of the surgical waiting area uses this as a reference if families have questions. This is a way to capture timing of updates and what specific information is being communicated. Families are surveyed regarding the process. Satisfaction scores have dramatically increased regarding updates received.