OVERCOMING COMMUNICATION BARRIERS DURING THE PRE-PROCEDURE EVALUATION

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BACKGROUND

- Pre-Procedure Evaluation (PPE) phone program interviews 100% of patients scheduled for elective surgery or procedures requiring anesthesia
- There is no PPE clinic, all interviews are completed over the phone
- The PPE nurse obtains the patient’s medical and surgical history, list of medications and completes the nursing assessment
- This information is reviewed by the anesthesia team within 30 days of the procedure
- Initiate plan of care to ensure a safe and positive anesthetic outcomes

COMMUNICATION CHALLENGES

- Non English speaking patient
- Patient with illiteracy or low literacy
- Patient residing in skilled nursing facility or group home
- Patient that require home health services and visiting nurse
- Patient with special needs including: cognitive disability, autism, speech, hearing impaired and vision impaired

SUCCESSFUL PRACTICE OUTCOMES

- The anesthesia team has the medical information needed for review
- PPE nurse provides the anesthesia team with contact information to obtain testing results and/or most recent history and physical from outside specialist
- Anesthesia team is reviewing outside records and any testing
- The preoperative nurse is able to access the PPE documentation which facilitates patient flow on the day of surgery or procedure
- Patient is prepared for the day of procedure and aware of their plan of care

ADAPTING TO PATIENT’S ABILITY

- Assess patient’s ability to conduct the medical interview
  - give list of medication
  - answer questions regarding health history
  - answer questions regarding activity level
  - provide specialist’s information
- If unable to obtain the answers to questions alternate members of patient’s network are utilized for the interview such as:
  - family member
  - visiting nurse provider
  - local pharmacy

PRE-PROCEDURE EVALUATION OBJECTIVES

- The goal is to complete the PPE on all scheduled patients requiring anesthesia
- Collaborate patient care with the perioperative and anesthesia team
- Provide medication and NPO instructions for day of surgery per anesthesia guidelines
- Obtain a comprehensive medical history for each patient
- Utilized if MGH interpreter services are not available
- Provide medication and rehabilitation
- Collaborate patient care with the perioperative and anesthesia team
- Anesthesia team is reviewing outside records and any testing

CANCELED OR CASES

Statistics exhibit low OR case cancellation due to PPE factors:
- Patient not understanding pre op instructions
- Unanticipated comorbidities
- Low rate of inability to contact patient
- Cancellation rate remains unchanged with an all phone program compared with in patient clinic

IMPLICATIONS FOR ADVANCING THE PRACTICE OF PERI-ANESTHESIA NURSING

When patient communication barriers are addressed prior to day of surgery, individual patient needs are met
- Resulting in better interdisciplinary teamwork
- Enhanced quality of care for the patient across the peri-operative continuum
- Accommodations have been made to meet all patient’s needs resulting in a successful phone program