

EFFECTIVE COMMUNICATION IN THE PREOPERATIVE SETTING

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Background Information:

- Patients have voiced concerns over long wait periods in Preop with little communication
- Patients are unsatisfied
- Current information is limited between Preop and Waiting Room

Objectives of Project:

- Develop a reference policy when delays occur
- Keep patients and families well informed throughout perioperative process
- Improve communication between Waiting Room, Preop and OR Charge RN

Process of Implementation:

- Identify a process for updating patients when delays occur
- Identify a standardized process for service recovery
- Provide distractions (magazines, books) to alleviate stress of long wait periods

Statement of Successful Practice:

- Patient complaints have decreased regarding the lack of communication
- Waiting Room and Preop Staff satisfaction have increased by keeping patients well informed

Implications for Advancing Practice:

- Having a standardized policy for effective communication reduces patient complaints when there are unanticipated delays
- Eliminates the assumption of others updating patients
- Although some patients are upset due to delays, they are more understanding when well informed