

IMPROVING OR EFFICENCIES BY FORMING INTER-PROFESSIONAL TEAM RELATIONSHIPS

Team Leader: Linda Dudas, RNC, MSN, CNL

Magee Womens Hospital of UPMC, Pittsburgh, Pennsylvania

Team Members: Karen Dailey, RNC, MSN, Dr. Jonathan Waters, MD

BACKGROUND INFORMATION:

Operating room team performance is an important component in providing safe and effective care for surgical patients. Research indicates that surgical teams are not as cohesive as could be expected and that communication failures frequently occur. Organizing work to promote inter-professional interaction can foster the social relations that support the common goal of patient safety.

OBJECTIVES OF PROJECT:

A multidisciplinary approach was taken to create an environment where the surgical obstetric patient can receive cohesive inter-professional care in a large, university hospital birth center. The literature shows that improvement in communication is a means for improving patient safety. Individuals are connected most closely within their own professional groups; however, intergroup communication for the purposes of solving work-related problems potentially contributes to quality patient care.

PROCESS OF IMPLEMENTATION:

A proposal was developed using an inter-professional team of obstetric, anesthesia, and surgical specialists to care for the obstetric surgical patient. The initiative assessed the patient experience with the goal of increasing on-time scheduled cases and increasing patient satisfaction.

A change in culture was needed for this group to work as a collaborative team to improve patient safety and satisfaction as well as OR efficiencies.

Implementation Quality initiatives included:

1. A core OR/Pre-Post/PACU nursing team was created.
2. Daily "Huddle" of all team stakeholders is held at 6:45am to discuss the day's scheduled cases. Charge nurses from the birth center are included to identify potential surgical cases from the labor suite throughout the day. Surgeons have been directed to attend.

STATEMENT OF SUCCESSFUL PRACTICE:

Since the initiation of the quality initiatives there has been a significant decrease in the amount of service recovery reported by patient relations. Room turnover time has been decreased from 45 minutes to 14 minutes. Obstetrical Surgical Services on-time rate for first case of the day has increased from 8% to 80% and the on-time rate for all cases has increased from 28% to 64%.

IMPLICATIONS FOR ADVANCING THE PRACTICE OF PERIANESTHESIA NURSING:

The implementation of this project continues to guide the inter-professional team to focus as a collaborative group on patient safety, patient satisfaction, and OR efficiencies. The reward of improved OR on-time statistics and increased patient satisfaction has encouraged the team to continue to strive for improvement.