

## **PATIENT/FAMILY CENTERED CARE IN PERIOPERATIVE SERVICES**

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**Background:** Our institution is a Level One trauma/transplant academic center and performs over 140 surgeries a day. Due to high volume of surgeries and the collaboration of multiple teams, perioperative services is at risk for a breakdown of interpersonal communication of clinicians and other team members with respect to patient/family perceptions.

**Objectives of the Project:** Perioperative Services was challenged to enhance those communication skills and professionalism through training in behaviors and reflecting on how our actions and words impact the patient experience. Studies reveal a correlation between the patient experience and patient outcomes.

**Process of Implementation:** To create an environment rich in the Patient/Family Centered Care, a Perioperative Professional Committee was created. The initial vision was to view the experience through the patient perspective which brought awareness to enhance our environment to be conducive to healing. Members included a representative from every area within perioperative services. Approximately 800 perioperative team members attended training on behaviors and conduct associated with the "Patient Zone" through the eyes of a patient. This training then spilled over to our academic physician partners and was made a part of perioperative orientation.

**Statement of Successful Practice:** With the implementation of the Perioperative Professional Committee and its initiatives, our Patient Satisfaction score for Overall Quality of Care increased from 43% to 76.1%. Our Patient Satisfaction score for Overall Teamwork between Staff increased from 53.2% to 64.9%. In addition, different initiatives lead by the committee have decreased noise levels and the appearance of chaos for first start cases. A survey conducted after the first "Patient Zone" presentation resulted in responses ranging from 88-95% regarding a change in behavior and professionalism among team members.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Future plans include yearly mandatory on-line modules, yearly orientation to residents prior to the start of their perioperative rotation and continued education for all team members including our academic physician partners. Improving professionalism within the perioperative setting has shown to positively impact the patient experience.