

## **Improving Continuity of Care through PreOp Workflow Process**

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**Abstract Background Information:** A planned procedural room expansion and onboarding of twenty-two additional team members led perioperative leadership and charge nurse team to discuss potential improvements to preoperative workflow. Effective patient flow management is known to play a pivotal role in influencing quality of care, staff workload and patient outcomes. Uncoordinated patient preparation can lead to delays, dissatisfaction, and potential for safety risks.

**Objectives of Project:** Improve nurse perception of preoperative workflow and enhance handoff communication, leading to improved continuity of care and decreased stress surrounding patient care assignments. Additionally, ensuring optimal patient outcomes, improved team communication and enhanced continuity of care. Through a restructure of the daily preoperative nurse assignments, optimization through standardization of staffing assignments could lead to improved nurse perception of patient continuity of care and improved nurse communication.

**Process of Implementation:** Following perioperative charge nurse huddle meetings and qualitative feedback indicating the need for an improved preoperative workflow, a pilot was enacted implementing team-based nursing to ensure continuity of care from the preoperative to intraprocedural environment. This pilot workflow deviated from historical systems in which nurses were assigned at random to preoperative bays. An educational in-service was provided prior to go-live to appropriate staff and all questions answered. A post implementation survey was conducted three weeks after initial go-live and results analyzed. Continued efforts to enact the new process ensued and a survey was conducted at six months post implementation.

**Statement of Successful Practice:** Implementing continued efforts to refine the process aimed to foster a deeper understanding and improve overall perception, acknowledging the challenges of change. Post implementation survey indicated 71% of nurse staff perceived the preoperative workflow improved overall process. Qualitative feedback indicated the enhanced preoperative workflow process led to role clarity, improved communication, and exceptional teamwork. 83% of nursing staff agreed that the preoperative workflow pilot improved streamlining patient care. Additional efforts included implementing a team lead (TL) role to assist in overall workflow process and patient care.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Optimizing preoperative daily workflows can lead to improved patient outcomes, increased patient satisfaction, and enhanced continuity of care. A culture of continuous quality improvement benefits all.