

## **Overcoming Communication Barriers During the Pre-Procedure Evaluation**

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**Background:** The Pre-Procedure Evaluation (PPE) phone program interviews patients scheduled for elective surgery or procedures requiring anesthesia. The PPE nurse obtains the patient's medical and surgical history, list of medications, and completes the nursing assessment. The information is reviewed by the anesthesia staff prior to the procedure. The intent of PPE is for the anesthesia team to assess fitness for surgery and develop a specific individualized plan of care to ensure a safe anesthetic with positive outcomes.

The PPE nurse provides information and instructions to the patient such as pre-procedure medication instructions (according to an approved medication list from the Anesthesia Department), eating and drinking instructions, showering instructions and logistics on what is required the day of procedure.

### **Objective of project:**

The goal is to complete the pre procedure evaluation on all scheduled patient..

Possible obstacles that are encountered during a phone interview include:

- language barrier
- patients with illiteracy or low literacy
- patients residing in skilled nursing facility or group home
- patients that require home health services and visiting nurses
- patients with intellectual disabilities

**Process of implementation:** Prior to the phone interview each patient is assessed for any obstacles that would impede the phone interview.

Systems are in place to conduct the interview with facility, interpreter services, pharmacy, legal guardians with follow up in written form via fax or E mail to the patient or the patient provider.

**Statement of successful practice:** Adequate information, including a thorough medical history, is obtained for each patient regardless of any obstacles. The anesthesia staff has the information needed to follow up prior to the patient's procedure and to establish a plan of care for the anesthesia staff on the day of the procedure. The preoperative nurse is able to access the PPE documentation which facilitates patient flow on the day of surgery or procedure. Patients are prepared for the day of procedure and aware of their plan of care.

**Implications for advancing the practice of perianesthesia nursing:** Patient barriers are overcome prior to admission using interdisciplinary teamwork thereby providing better care for the patient.