

Background/Introduction

Communication among perioperative nurses is vital for the safety of the patients throughout the perioperative continuum. In a fast-paced and time-pressured environment, proper communication improves care coordination, quality of care, and safety of patients. The team comprises six nurses working collaboratively from different departments in the perioperative area. These nurses are tasked to observe, inquire, and provide feedback and recommendation regarding the hand-off of nurses regarding patient pertinent information and condition before, during, and after surgery. There are two nurses in every department in the perioperative area. The group is under the supervision and guidance of the perioperative leadership.

Purpose

The project was initiated because of incidences that have a failure in care coordination. No severe safety events happened, but the leadership is proactive in putting a process, education, and support. The project was delegated to one of the clinical leaders to make a work group to tackle the situation and provide solutions or alternatives for the barriers encountered. The workgroup also recognized that to be successful in this project. We need to get buy-ins and break the old habits of the nurses

Method

The team started tackling the barriers and challenges using the Ishikawa diagram. In the initial implementation, the group decided to tackle the compliance issue. During direct observation and review of the documentation, the group found out that the compliance rate for hand-offs among the members in the pre-op to the operating room is about 20%, for operating room nurses around 90%, and 93% for operating room to post-anesthesia care unit nurses. Moreover, there is a 92% compliance rate for the post-anesthesia care unit to the next level of care.

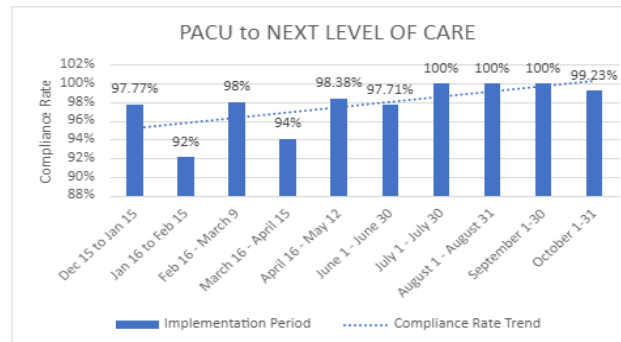
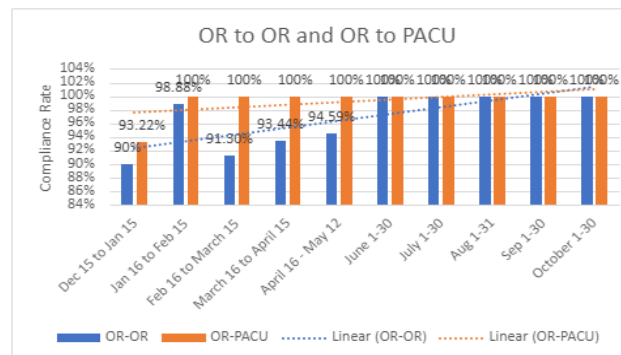
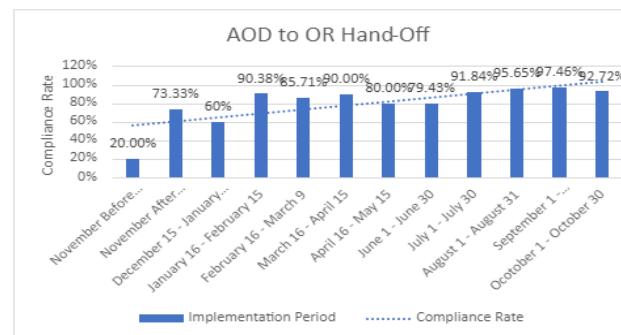
The team and the leadership decided to implement multiple approaches to increase the compliance of handoffs among the perioperative nurses. Goals and objectives were established. The project was implemented in six months. Collaboration among educators, nursing leadership, and staff, the workgroup implemented the following: Education through huddles, email, shared governance meetings, face-to-face hand-offs, using vocera communication system, and engagement of the charge nurses, and improving the hand-off interface in the documentation system.

Perioperative Communication



In Public Domain. Association of Perioperative Registered Nurses (2021). *Preoperative Skin Antisepsis*.

Results



Results/Implications

After six months of implementation of the various strategies, the compliance rate of communication in perioperative departments are as follows: pre-operative from 20% to 91.84%; operating room nurses from 90% to 100%; operating room to post-anesthesia care unit from 93% to 100%; and post-anesthesia care unit to next level of care from 92% to 100%.

Future Actions

The perioperative area is a complex and dynamic area that needs creative solutions to barriers in communication. Combining technology, teamwork, work structures, and procedures adds extra protection for surgical patients and increases hand-off compliance

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