Technology to Improve Perioperative Communication with Patients and Families

The Problem
Effective communication is critical to patient and family engagement in perioperative care. This team explored innovative ways to evaluate current perioperative processes and apply emerging technology to improve communication for patients and families from Holding Area through intraoperative care to PACU.

Aim/Goal
Aim: Evaluate technologies to improve patient and family communication in the perioperative area
1. Assess current perioperative family communication deficiencies
2. Identify opportunities and solutions to address deficiencies
3. Prioritize solutions based on impact analysis

The Team
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The Interventions
- The team conducted a thorough current state analysis of deficiencies in perioperative communication through:
  - Input from perioperative teams
  - Mapping of perioperative processes and communication opportunities on East & West Campuses
  - Input from the Patient & Family Advisory Council
  - Fishbone diagram analysis
- Applicable technologies were evaluated through an impact analysis matrix to prioritize solutions

The Results/Progress to Date
- Surgical Liaison hired on East Campus
- Updated Drafts of Patient and Family Information guides for East & West Campuses

Lessons Learned & Next Steps
Patients prefer to speak with people as opposed to receiving surgical status updates from a computer. Next Steps:
- Focus on high impact improvement efforts: Standardize staff training on patient and family communication & provide informational materials for patients and families
- Design and pilot Patient Status Display Board in OR waiting area

Impact Matrix

Applicability of Technology

Key Challenges in Perioperative Communication:

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