Structured patient and relative interview in elective colorectal surgery
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Introduction
Post-op interviews with patients and their families were loosely organized and were not routinely performed by the surgeons in charge of the operation. This could sometimes cause misunderstandings and dissatisfaction of patient and their families.

Objectives
We initiated a pioneer program to enhance the perioperative communications with patients undergoing elective colorectal surgery. We aimed at providing a scheduled post-op interview between patient's family and the surgeon-in-charge within 48 hours after the index operation.

Methodology
Upon the pre-operative assessment of patients planning for elective colorectal surgery, we made an appointment with patient’s family for a meeting to explain the operative findings. The interview was scheduled on post-op D0 or D1 unless patient's family otherwise suggested. Such date and time was marked on an appointment form for communication with ward and the surgical team taking care of the patient. The surgeon-in-charge then interviewed the patients and their families according to the schedule on the appointment form.

Result
Twenty-three patients underwent elective colorectal surgery from December 2012 to January 2013. There were 16 male and 7 female patients. Their mean age was 70 years (standard deviation = 7.5 years). The median length of stay of the patients was 8.5 days. All patients (100%) were interviewed within the first 2 days after operations. Nineteen out of 23 patients (82%) had such interview being performed by the chief surgeon or the first assistant of the operation. The difficulty in making appointment with surgical team and the family of patients during early post-op period could be overcome by careful planning of the in-hospital journey of patients starting from their pre-operative assessment. Organized interview with patients and their family during early post-op period could markedly improve mutual communication and patient satisfaction.