



Service Priorities and Programmes Electronic Presentations

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ENRICH: 6 accomplishments improving patient's perioperative experience

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Introduction

Anxiety affects patients' perception of the quality of medical care received. Anxiety is closely linked to satisfaction and for each 1% drop in satisfaction scores there is a 5% increase in risk management episodes. (Stelfox et al, 2005) Several studies have shown the beneficial effects of providing perioperative information to patients and their relatives. (Yazile, 2012).

Objectives

To reduce patient anxiety and to improve satisfaction during perioperative care.

Methodology

A cross-department working group consisting of operating theatre nurses, ward-nurses and surgeons, developed a preoperative visit program and a perioperative clinical handover process, to achieve the six accomplishments: Effective communication; Nurse-patient relationship; Reduce Anxiety; Improve Satisfaction; Continuity of care and Handover. Patients undergoing elective surgery were recruited from the Neurosurgical ward. These patients were all scheduled to have ultra-major operations and were known to experience high levels of anxiety. A preoperative visit using the AIDET Communication Framework was conducted by both theatre and ward nurses. This framework has previously been shown to be an effective tool in improving patient's satisfaction. (Studer, 2010). A modified STAI scale was then used to assess the patient's anxiety level before and after the program. A clinical handover form was also introduced to help in enhancing the communication between ward and theatre staff.

Result

After 2-phases trial of the preoperative visit program in 31 patients, the average anxiety levels of these patients according to the modified STAI scale decreased from 7.6 to 4.9. A paired t-test was suggested, the result was significant as p value was 0.005. ($p \leq 0.05$) All patients expressed satisfaction with the program. A comparison survey by using the same modified STAI scale between 24 "non-visited" patients and 31 "visited" patients was also conducted. The average anxiety level scores were 10.8 and 4.9 respectively. It showed significant effectiveness on reducing anxiety by implementating the program. Futhermore, by collecting staff feedback, most of them agreed that the clinical handover form enhanced communication between ward and theatre staff.