



## Service Priorities and Programmes Electronic Presentations

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### **Enhancing Perioperative Experience: Family Centered Care- Intraoperative Progress Phone Call**

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#### **Introduction**

Technology advances new practices and procedures in perioperative nursing; however, humanistic and holistic quality care remains top priority for perioperative nurses. Stress, anxiety, uncertainty and fear make waiting for a family member undergoing surgery becomes unbearable. Family is an integral part of perioperative care and therapeutic communication with family members during patient's perioperative period could result in decreased anxiety, increased patient and family's satisfaction with the hospital. "Family centered care intraoperative progress phone call" was launched in December 2015 to alleviate stress and anxiety of family members during patient perioperative journey.

#### **Objectives**

To reduce psychological stress of family members and to facilitate family members better planning in patient care after surgery by providing intraoperative progress phone call at different stages of surgery.

#### **Methodology**

Patients with scheduled ultra-major surgery with expected operation time longer than 4 hours will be recruited in this program by perioperative nurse through a pre-operative visit.

We confirmed family member to receive the phone calls and explained the logistics together with information sheet for reference. After patient admitted to operating theatre, we provided phone call at the time of (1) surgery was started, (2) patient was transferred to PACU and (3) patient was discharged to ward.

A phone evaluation interview with guided questions is conducted to collect opinions from family member after patient was home discharged.

## **Result**

From January 2016 to December 2016, 152 patients in total with mean age of 63.6 years (21 to 84) and 69.7% male were recruited; most patients selected their spouses (45%) and children (41%) to receive intraoperative progress phone calls with 5 hours average surgical time.

An evaluation was achieved for the cases in first six months, in total of 39 out of 57 (68%) families were phone interviewed with guided questions. The results are encouraging for all parties e.g. patients, families, anaesthetists, surgeons, ward and perioperative nurses, etcâ€

1. All family members perceived that the intraoperative progress phone calls decreased anxiety significantly and facilitated time management as a carer.
2. All relatives appreciated the attentive and caring attitude of perioperative nurses and 80% relatives strongly agreed that they had confidence for perioperative nurses.
3. All family members treasured the memorable experience on intraoperative phone calls, as they rated 8 or above with average 9.1 (0-10).

Most positive comments were timely communicating with perioperative nurse during intra-operative period was an excellence experience and 77% highly recommended the service should be extended to all patients and families.

### **Conclusion**

As a pioneer hospital in Hospital Authority for developing family centered care intraoperative progress phone call to family members, we have satisfactorily enriched their perioperative experience. The program enables perioperative nurses to build rapport with patients and families. Foster a trusting therapeutic relationship, which is vital for mutual understanding and co-operation that improves surgical outcomes by promoting integration of treatment care, professional development and satisfaction with the hospital. In the future, we plan to extend the service for patients who are in need.