**IMPENDING PRIMARY CARE IN THE PERI-ANESTHESIA SETTING: COMMUNICATING PATIENT NEEDS FROM THE PRE-SURGICAL CENTER TO THE POST ANESTHESIA CARE UNIT**

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**Background**

- The Pre Surgical Center (PSC) visit often identifies unanticipated patient concerns and special needs. These concerns and special needs are communicated verbally to the Operating Room Nurse; however they do not consistently get communicated to the Post Anesthesia Care Unit (PACU).

**Objective**

- To ensure patient concerns and special needs are identified, documented and met during the peri-anesthesia experience.

**Implementation**

- Nursing representation from the PSC and PACU met to discuss the current process and review the literature
- A pilot survey was created targeting the outpatient population
- Survey Tool developed:
  - Pre-op survey designed to help patients identify and articulate any concerns or special needs on the day of surgery
  - Post-op survey designed to evaluate if concerns/needs met during peri-anesthesia stay

**Pilot Survey**

**PSC RN asks the following survey questions during pre-op assessment on day of surgery:**

In order to best meet your individual needs, we would like to ask you a few questions.

**PSC Questions:**

1. How would you like to be addressed? What name do you prefer to be called?
2. What is your biggest concern regarding your surgery today?
3. Are there any special needs/considerations you want the PACU RN to know about?

- PSC RN documents patient needs/concerns and places completed survey in the patient chart
- The needs/concerns identified by the patient are incorporated into an individualized plan of care by the peri-anesthesia staff
- RN reviews completed survey upon admission to PACU; refers to patient using preferred name and addresses concerns/needs identified pre-op
- During the post procedure phone call the PACU RN assesses if patients’ identified needs/concerns were addressed to their satisfaction using the following questions:

**Post Op Phone Call Questions:**

1. Did you identify any concerns/needs you had during your admission and if so were they addressed?
2. Would you characterize your primary nurse/perioperative experience as ‘caring’?
   - Example?

**Results**

- Trial survey conducted over 2 month period
- Of the 199 patient concerns noted prior to surgery, 94 were disease related, 43 were anesthesia related
- Majority of respondents (133, 58.1%) did not use “caring” specifically
- Of the 229 responses, 163 (71.2%) did not express any special needs
- 146 patients (63.8%) expressed at least one concern, and all but one had these concerns met
- Of the 229 responses, 163 (71.2%) viewed the PACU nurses as “caring”; the remainder offered positive comments but did not use “caring” specifically
- There were no negative comments
- Nurses in PSC and PACU reported satisfaction with improved communication, teamwork between areas
- Encourages therapeutic relationship and continuity of care
- Facilitates patient and family involvement

**Evaluation**

- Survey questions revised to obtain more targeted data; scripted post op questions to be more conversational
- Named survey “G.A.P.
  - Assessed:
    - Gather Information
    - Advocate for patient while sedated
    - Primary Nursing
- Reissued revised surveys for additional data

**Successful Practice**

- Provides means to deliver primary nursing care in a setting where the patient moves from all areas and between care providers during peri-operative experience
- Provides individualized plan of care
- Decreases patient anxiety and increases satisfaction
- Due to the success of the pilot, formally incorporated PSC survey questions into Pre-Procedure Assessment documentation form
- Survey questions were adopted as a hospital-wide nursing measure and included as part of the electronic nursing handoff

**Related Resource**

Melissa Carabetta, BSN, RN, CPAN, Kathleen Lombardo, BSN, RN, CAPA, Nancy E. Kline, PhD, RN, FAAN Implementing Primary Care in the Peri-Anesthesia Setting Communicating Patient Needs From the Pre-Surgical Center to the Post Anesthesia Care Unit Journal of PeriAnesthesia Nursing, Volume 26, Issue 3, June 2011, Pages 185