STUDY INTO OT COMMUNICATION BETWEEN PROFESSIONAL AND ATTENDANT IN PROLONGED SURGERIES

SUBMITTED BY :

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INTRODUCTION

Effective communication is crucial to the delivery of high quality, safe and integrated health.

In busy hospital settings, surgeries are performed regularly. Duration of Surgeries vary from surgery to surgery.

Productive and fruitful communication between the patient's attendant and the caregiver allay the anxiety and stress, bring transparency, built trust of the attendant. It is to be done regularly to provide an update about the patient.

Patient satisfaction is one of major quality indicators of medical care. This helps in improving and maintaining overall hospital reputation as well.

RESEARCH QUESTION

Was there any OT communication between professional and attendant in prolonged surgeries.

OBJECTIVES:

To analyse the compliance of OT communication between professional and attendant.

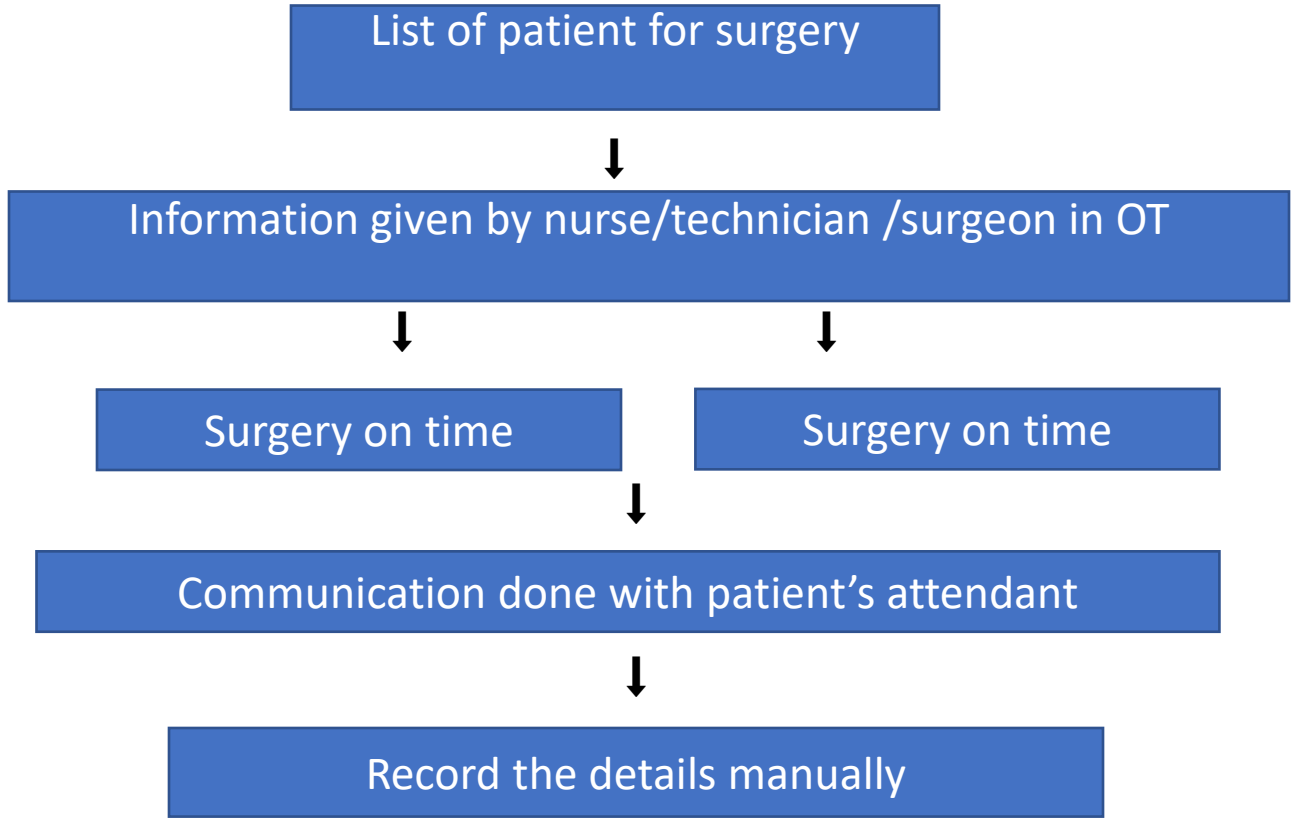
Method

- Research Design: - involves a Retrospective data collection study.
- Study Setting: - includes Operation Theatre.
- Study Population:- inclusion criteria involves all OT patients undergoing prolonged surgery, and exclusion criteria involves all OT patients undergoing less than 2 hours surgery, and patient who is expired.
- Sample Size: - 270 patients
- Study Tools: - contain OT Communication format compliance

DEMOGRAPHIC DATA

Demographic Data	Frequency	Percentage
Gender		
Male	111	41%
Female	158	59%
Age (in years)		
0-15	4	2%
15-64	195	72%
65 above	71	26%

Workflow


List of patient for surgery
Information given by nurse/technician /surgeon in OT
Surgery on time
Surgery on time
Communication done with patient’s attendant
Record the details manually

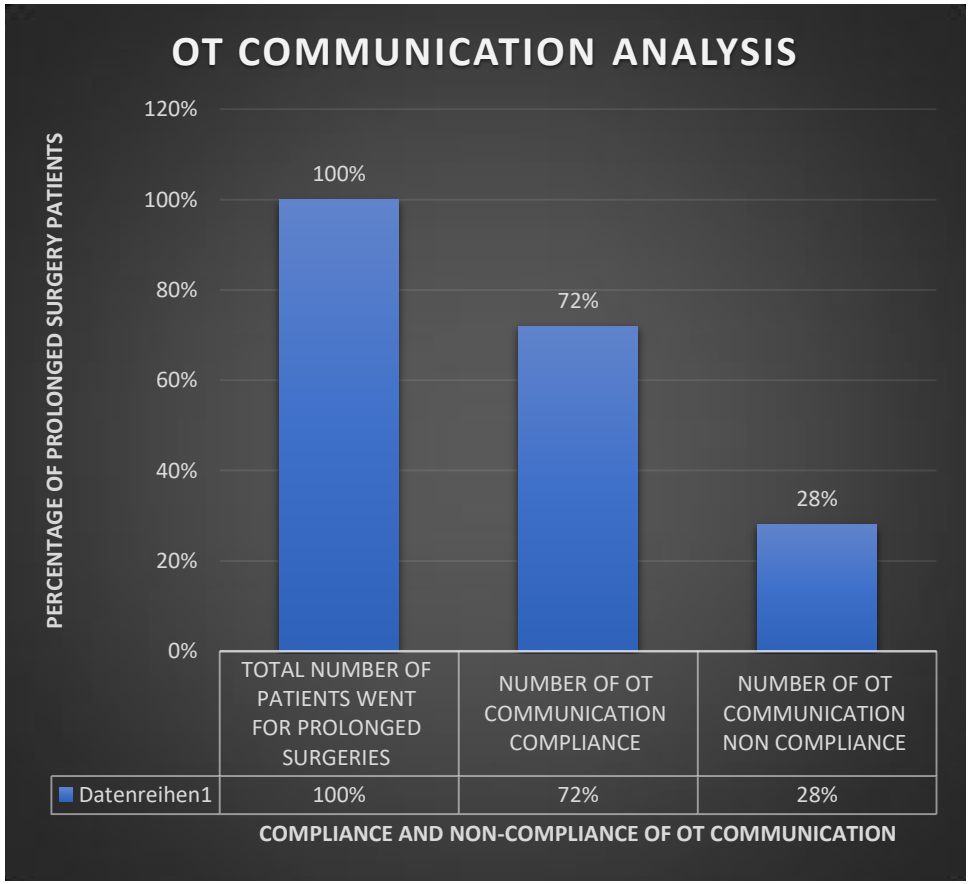
OT COMMUNICATION FORMAT

Sheet1 Sheet2 Sheet3

S.NO	PATIENT MRD NO.	PATIENT NAME	SPECIALTY	TREATING DOCTOR NAME	OPERATION START TIME	TIME OF COMMUNICATION	COMMUNICATION RECORD	CONSULTING STAFF NAME, SIGN	OPERATION END TIME
1									
S.NO	PATIENT MRD NO.	PATIENT NAME	SPECIALTY	TREATING DOCTOR NAME	OPERATION START TIME	TIME OF COMMUNICATION	COMMUNICATION RECORD	CONSULTING STAFF NAME, SIGN	OPERATION END TIME
2									
S.NO	PATIENT MRD NO.	PATIENT NAME	SPECIALTY	TREATING DOCTOR NAME	OPERATION START TIME	TIME OF COMMUNICATION	COMMUNICATION RECORD	CONSULTING STAFF NAME, SIGN	OPERATION END TIME
3									
S.NO	PATIENT MRD NO.	PATIENT NAME	SPECIALTY	TREATING DOCTOR NAME	OPERATION START TIME	TIME OF COMMUNICATION	COMMUNICATION RECORD	CONSULTING STAFF NAME, SIGN	OPERATION END TIME
4									

FINDINGS

TOTAL NUMBER OF PATIENTS WENT FOR PROLONGED SURGERY	270	100%
OT COMMUNICATION COMPLIANCE RATE	195	72%
OT COMMUNICATION NON- COMPLIANCE RATE	75	28%

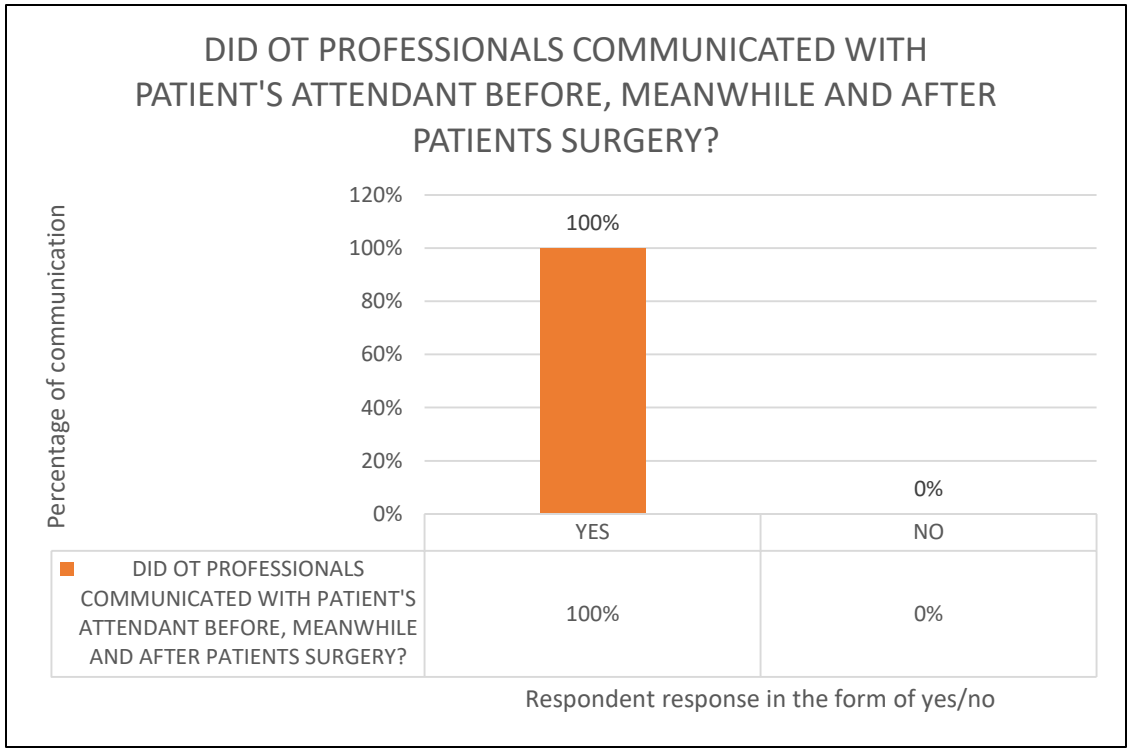


INTERPRETATION

- Out of 270 patients who went under prolonged surgery OT communication was done with 195 patient's attendant where as, for 75 patients there was no communication taken place between OT professionals and patient's attendant.
- The compliance rate of OT communication between OT professionals and patient's attendant is 72%
- The non-compliance rate of OT communication between OT professionals and patient's attendant is 28%

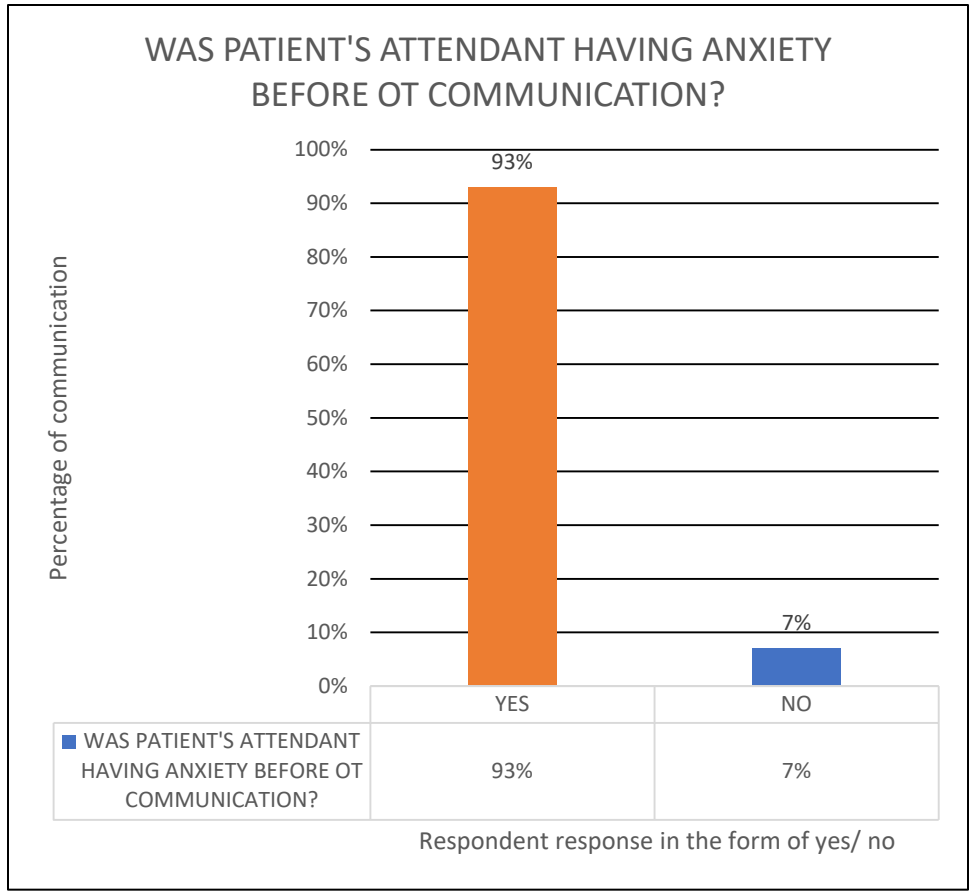
FINDINGS

- QUESTION 1



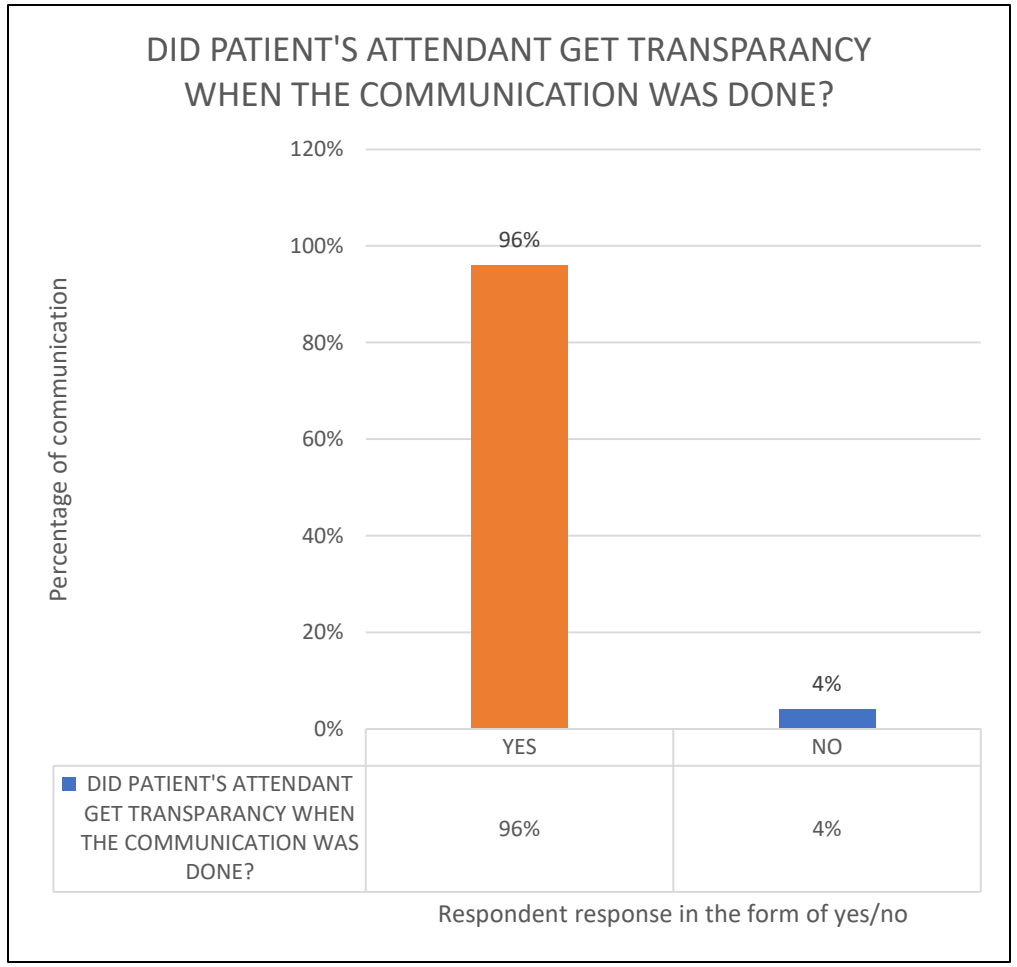
In Question one ‘did OT professionals communicated with patient's attendant before, meanwhile and after patients’ surgery?’ Out of 170 attendant every one said yes that means all the attendant were communicated during surgery.

- QUESTION 2



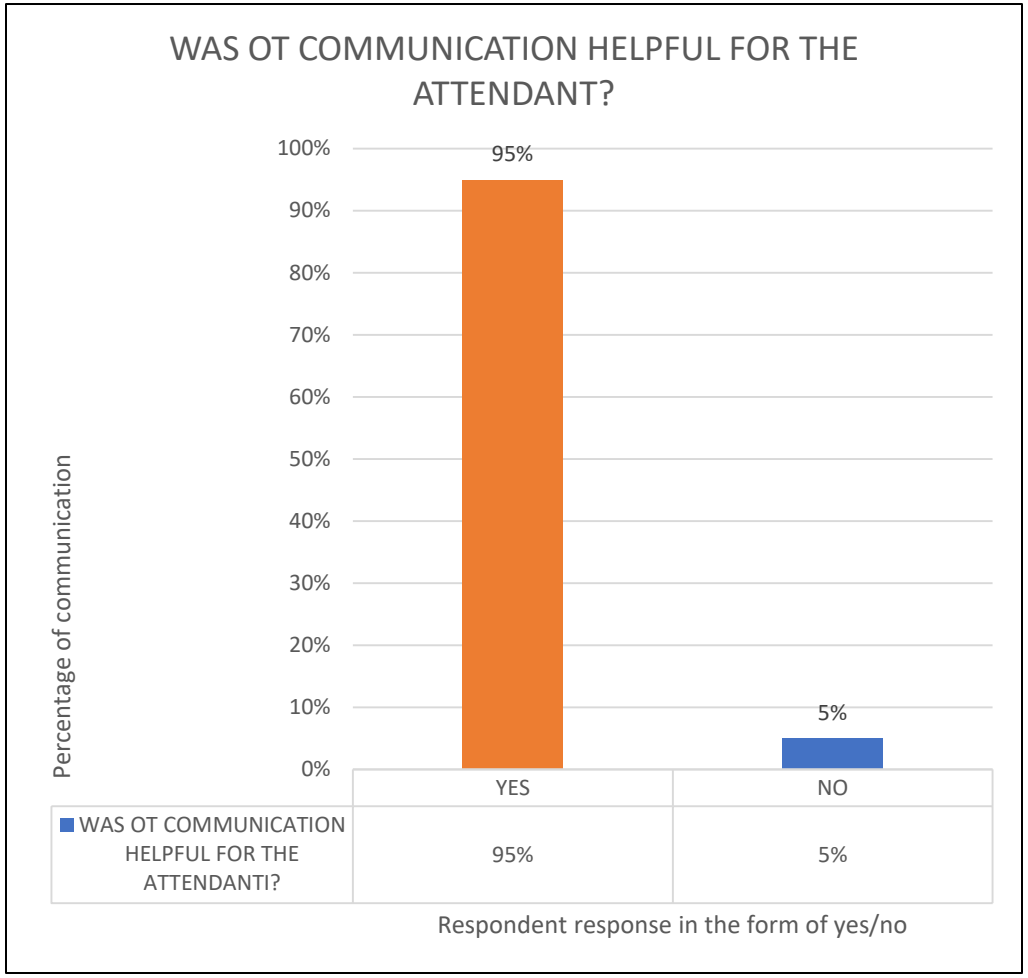
In Question two ‘was patient's attendant having anxiety before OT communication?’ Out of 170 attendants 158 attendants said yes and 12 attendants said no that means most of the attendants were feeling anxiety before the OT communication was takes place.

- QUESTION 3



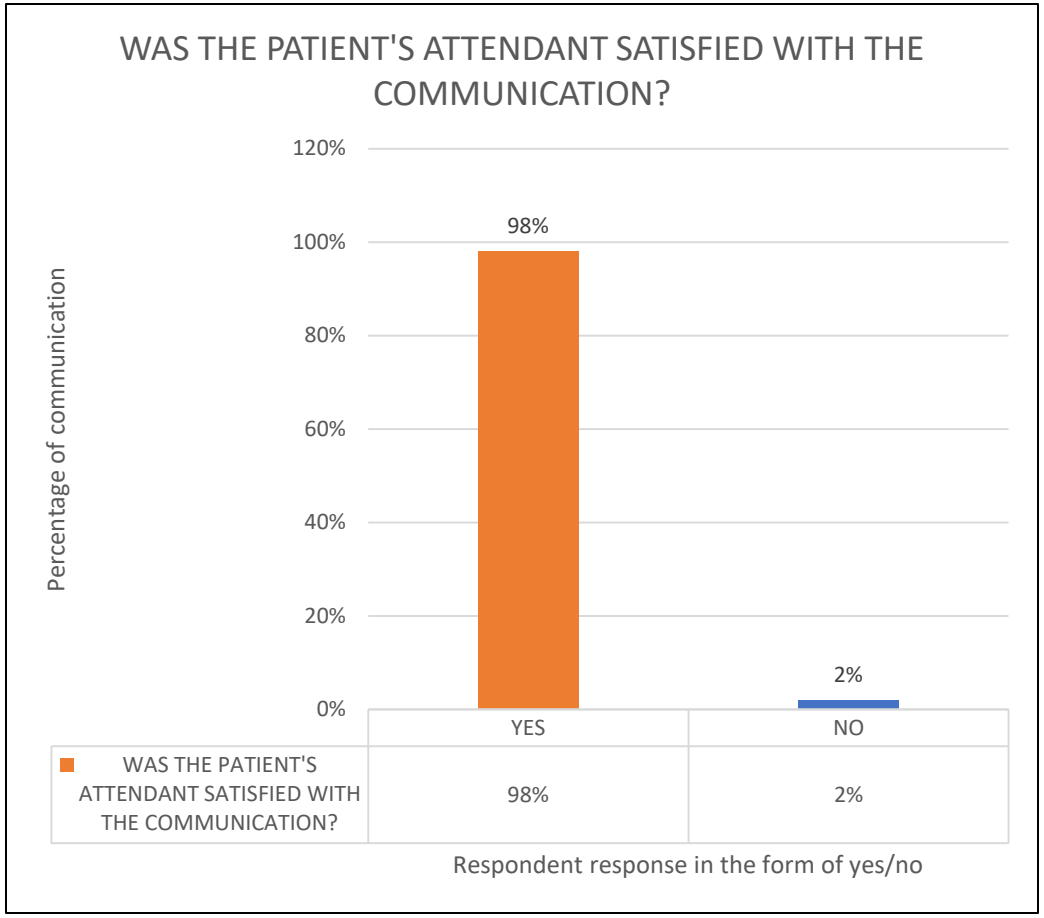
In Question three 'did patient's attendant get transparency when the communication was done?' Out of 170 attendants 163 said yes and 7 attendants said no. That means most of the attendant were having transparency and find out the communication effective and informative.

- QUESTION 4



In Question four 'was OT communication helpful for the attendant?' Out of 170 attendants 161 attendant said yes and 9 attendant said no. this means that most of the attendant find out the OT communication helpful and helped them to alloy their anxiety

- QUESTION 5



In Question five ‘was the patient's attendant satisfied with the communication?’ Out of 170 attendant 166 attendant said yes and 4 attendants said no, that means most of the attendants were satisfied and find this whole OT communication process effective and helpful.

RESULTS

- The compliance of OT communication between professional and attendant is 72% and non-compliance is 28%.
- The compliance rate is higher and the OT communication was done by the OT professional with the patient's attendant, whose patient went for prolonged surgery
- With the help of feedback analysis for OT communication one came to know the patients attendant were satisfied and their anxiety was alloyed.
- There was an increase in patient's attendant accountability, confidence, trust and awareness.

SUGGESTIONS

Timely information should be given to the patient's attendant through OT communication by the professional.

For more than 10 hours surgery the patient's attendant communication should be done in every 3 hour.

Before starting any procedure or surgery procedure should be briefly explained to the patient's attendant for more transparency.

There should be efficient OT staff so that each and every patient undergoing prolonged surgery can be communicated without any delay in time.

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THANK YOU