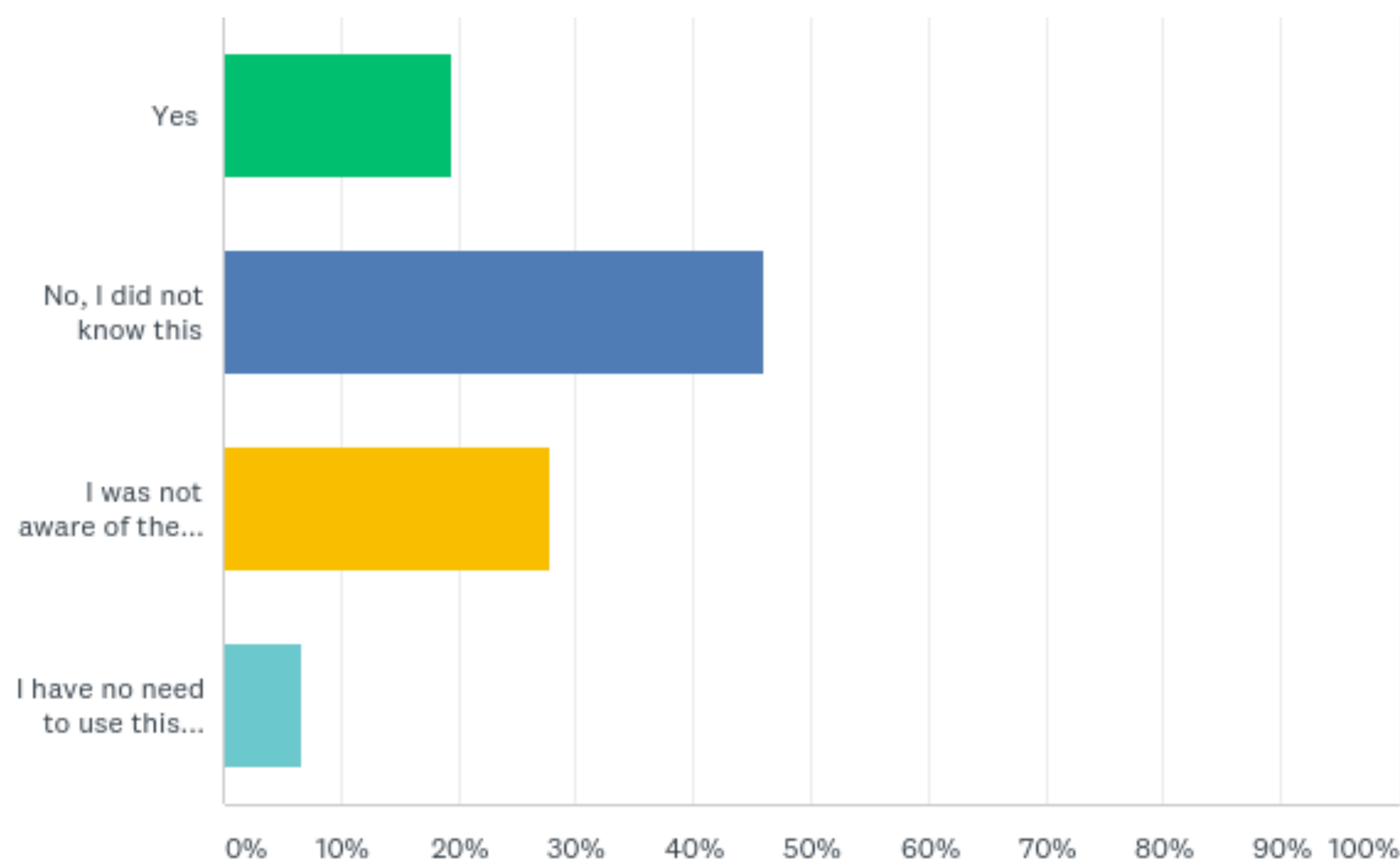


“It’s hard to know what you don’t know”

Did you know that the surgical floor pager is only held on nights/weekends?



Method by which staff learned of paging system changes

ANSWER CHOICES	RESPONSES
Email SBAR	11.33% 17
Nurse Manager educated the unit	9.33% 14
Surgical Resident educated us on new method	8.67% 13
By reading flyers distributed around unit	7.33% 11
I was not aware of the change	63.33% 95
TOTAL	150

Communication failures pose a significant risk to patient safety and care quality.

Results

In response to anecdotal reports of communication issues, a survey was emailed to inpatient staff including nursing and all non-surgical attendings and residents.

- 227 responses received, 56% from nursing
- 45% of participants were unaware that the cross covering NIGHT/WEEKEND pager was only active on nights and weekends
- Only 35% of participants found that surgery resident responses when answering pages/calls to be “consistently professional”

After review of the data with the surgical residency and internal redesign of the communication structure, a multifaceted educational campaign targeting all nonsurgical staff was undertaken.

On follow up survey to assess the effectiveness of our campaign, 159 responses were received (56% from nursing)

- 65% of participants did not know that methods of communication had been changed
- Only 45% of participants found that surgery resident responses when answering pages/calls to be “consistently professional”

Lessons Learned

- Simple avenues to communicate with surgical teams are essential and all staff must be aware of them.
- Misinformation abounds in institutional culture and it is challenging to comprehensively disseminate new information across multiple disciplines of care.
- Structured education for surgical trainees regarding professionalism is indicated to enhance communication with other providers.