INTRODUCTION

Partners Healthcare uses the “High Performance Model of Practice”

According to research this is composed of:

- Communication, partnership, and teamwork lead to:
  - Positive patient outcomes.
  - Culture of openness and safety in surgery.
  - Respect for the expertise and contributions of allied disciplines.
  - Shared goal of high quality.

(The Royal College of Surgeons of England, October 2014)

EFFECTIVE TEAMWORK CONSISTS:

A patient’s experience from the start is influenced and supported by many teams: CPE, Holding, Operating Room, PACU, Inpatient

Evidence supports effective teams are more innovative and members have a greater job satisfaction.

Teamwork is essential component of high-reliability organizations.

METHODS AND MATERIALS

INCLUSIONS OF ALL MEMBERS:

- OR
- CPE, Pre-Op Holding, PACU
- Pharmacy
- CPD
- Purchasing/Business Manager
- Radiology
- Rehab
- Nursing Director for Surgical Inpatient Unit
- Professional Development
- Surgical Services

INITIAL SURGEON MEETING OBJECTIVES:

1) Clinical Objectives
2) Operational/Logistical Objectives
3) Connection to additional BWFH Services

Clinical Objectives:
1. Selection criteria for elective surgery
2. Optimizing patient for surgery (PPE & H&Ps)
3. Special mixtures from Pharmacy
4. Discharge instructions
(See below for examples)

OPERATIONAL/LOGISTICAL:
1. How a case gets booked in Epic
2. Use of Central Scheduling
3. Equipment: special tables, microscopes
4. C-arm and other perioperative imaging
5. Inpatient vs. outpatient visits

OVERVIEW

CONCLUSIONS

BENEFITS:

- Welcoming: Customer service
- Communication: Includes relaying information to stakeholders beyond staff present.
- Face to face meeting: Building relationships
- Ability to ask and answer questions
- Clarification of assumptions
- Fill in the gaps of missing information
- Better prepared for the 1st day
- Increased surgeon and staff satisfaction

CONNECTION TO BWFH SERVICES:

1. Radiology: Outpatient use of CT/MRI
2. Pharmacy: Connection for intra-op medication
3. Rehab Services: Any special needs

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