

Physician Meet and Greet Program

Kathy Merrigan, MSN, RN and Jeffrey Blackwell, MHA

OBJECTIVES

Discuss the importance of team building, efficiency and OR room preparedness on quality patient care.

Describe the components of the checklist for on boarding new surgeons.

Discuss the benefits of this process improvement and surgeon satisfaction

INTRODUCTION

Partners Healthcare uses the "High Performance Model of Practice"

According to Research this is compose 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:

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

Overview

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.In patient vs. Outpatient visits

CONNECTION TO BWFH SERVICES:

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

CONCLUSIONS

BENEFITS:

Welcoming: Customer Service

Communication: Includes relaying information to stakeholders beyond staff present.

Face to face meeting: Building relationships

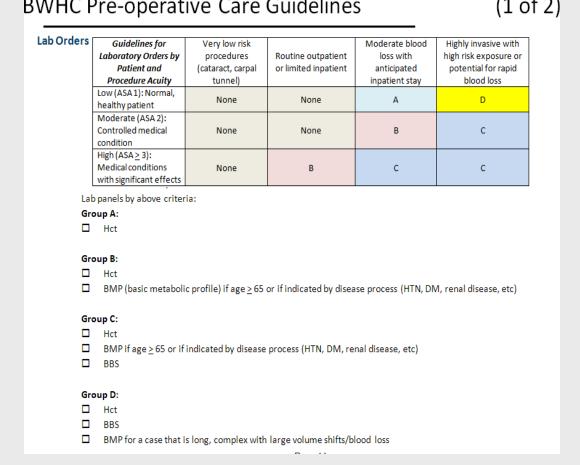
Ability to ask and answer questions

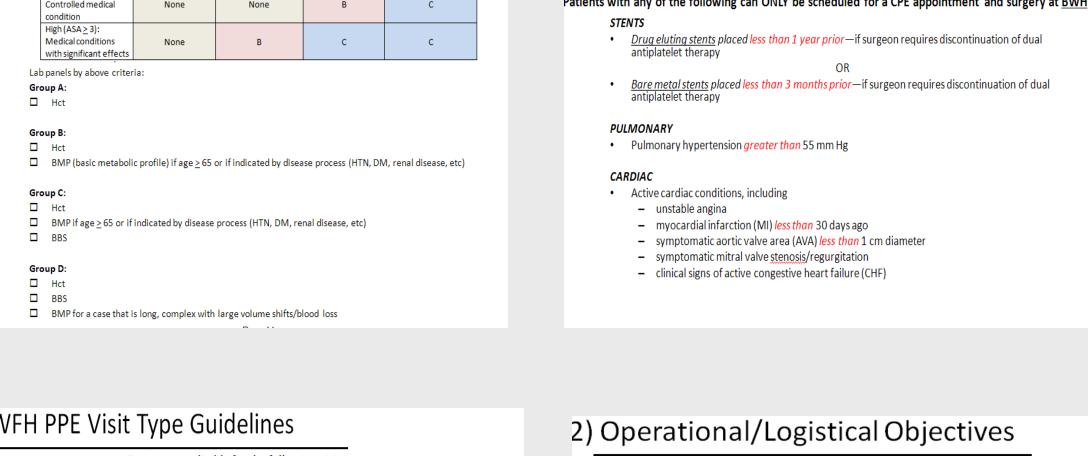
Clarification of assumptions

Fill in the gaps of missing information

Better prepared for the 1st day

Increased Surgeon and Staff satisfaction





BWFH PPE Visit Type Guidelines Patients are eligible for the following visit types: same Surgical Departmen Patient resides at a transition care facility, or is stretcher bound AND the facility is abl to furnish adequate EKGs, labs and a History and Physical Patients do not qualify if the in the hospital not related to the Weiner Center

Checklist Access: ID badge Credentialing Locker Dictation Volume Block time Preference Cards Orientation to OR and Taiclet

BWFH Elective Surgery Selection Criteria

Patients less than 15 years of age if admission is required or likely cannot be done at BWHC



Brigham and Women's Faulkner Hospital

CONTACT

Kathy Merrigan, MSN, RN

Email: kmerrigan@partners.org