OR Communication Goals

**Understanding Connections**

Each separate interaction from the participants such as a surgeon, another participant (scrub nurse), was taken as one piece of data. After coding they were separated into most frequently used goals, subgroups with relationships and higher goals for communication.

**Nurturing Practitioners**

Anticipation in an environment is an assumption of experience and knowledge about the situation and possible outcomes. In the OR, anticipation leads to smooth transitions between clear, handing of information, tools and mental operation.

Through various observations, we have participated in, anticipation seems to be not only an ideal but a goal for all involved.

How might you learn anticipation?

**Respecting Colleagues**

Respect in any work environment is essential for keeping the peace and being professional. In environments where levels of education, experience, relationships and roles are not always clear, being polite will foster better communication.

Successful teams understand that they are part of an interesting dynamic. Where although one is to know what to do and when, many aspects are anticipated in order to follow protocol, while other are possibly not anticipated and may create confusion. How might tone and vocabulary help in establishing different types or reach?

**Spurring Action**

Including a response is about getting things done. With the necessary amounts of information that has to be understood quickly, cutting out unnecessary leading syntax is valuable.

Alerting versus requesting makes urgency in a conversation with someone more clear. How might tone and vocabulary help in establishing different types or reach?

**Following Protocol**

Although a bit more regimented, documenting process, tools and delivering at the end of a case are part of an interesting dynamic. Where although one is to know what to do and when, many aspects are anticipated in order to follow protocol, while other are possibly not anticipated and may create confusion. How might we train and understand how to anticipate documentation while keeping everyone informed?

Visualizing Information

Reasons for communication differ by case and by need. In these two examples we see how similar the communication goals are between the surgeon and the resident, as well as the surgeon and the patient.

Although at different parts of the process, both the resident and patient are performing the same role and receiving the similar types of communication because they’re receiving goals are the same, to understand and learn.

Over the course of 12 weeks, our team strove to understand not only the types of information communicated during an operation, but how it was delivered.

In preparing for observing live surgeries and live interaction, a field tool was created to help us document the more detailed and granular pieces of information.

As a result we were able to code and categorize what was being communicated, mode employed and for what reason.

This analysis is based on the data in order to understand the higher goals for communication beyond the wellness of the patient.