

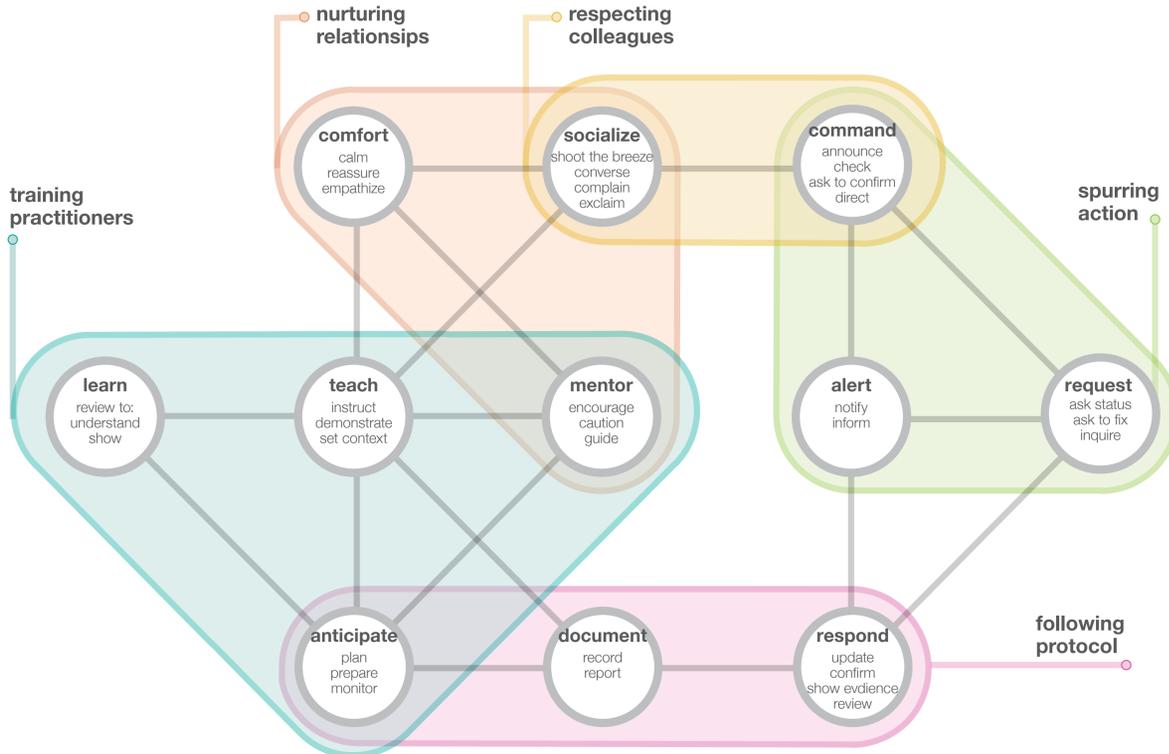
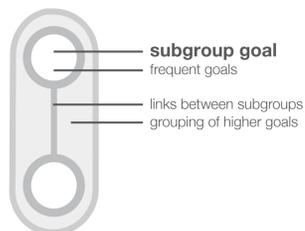
Over the course of 12 weeks, our team strove to understand not only the types of information communicated during an operation, but how it was delivered. In preparing for observing live surgeries and live interaction, a fieldtool was created to help us document the more detailed and granular pieces of 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.

OR Communication Goals

understanding connections

Each separate interaction from the participants such as a surgeon, to 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 relationships

The message between sender and receiver is better understood when there are numerous connections and shared understanding the people involved.

By creating and establishing informal relationships such as socializing and mentoring, shared language and experience is established and with it trust.

How might creating new relationships improve communication?

training practitioners

Anticipation in an environment is an accumulation of experiences and knowledge about the situation and possible outcomes. In the OR, anticipation leads to smooth transitions between cases, handing of information, tools and overall 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 these dynamics of cordiality. By framing commands as requests, one can accomplish tasks without losing respect for coworkers.

How might we leverage reframing syntax?

spurring action

Inciting a response is about getting things done. With the numerous amounts of information that has to be understood quickly, cutting through and demonstrating priority is valuable.

Alerting versus requesting implies urgency creating a connection with an implied and needed response.

How might tone and vocabulary help in establishing different types of responses?

following protocol

Although a bit more regimented, documenting process, tools and debriefing 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 even followed.

How might we teach 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 roles and receiving the similar types of information, comfort, mentoring and requesting because they're receiving goals are the same: to understand and learn.

